



Ever Strong

*Our attention to detail
is your peace of mind.*

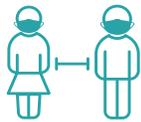




OUR COMMITMENT TO WELL-BEING

Southern Management Companies (Southern) has a long and proud history of caring for its tenants and team members. Our business is about people, and our meticulous approach to providing high-caliber service is one of our biggest strengths. Throughout the current COVID-19 pandemic, the Commercial Division has not ceased operations in the DMV area. While some tenants shut down in-person office operations in mid-March, there were tenants who did not change their use of office space. Southern initiated immediate efforts to provide for their safety and well-being and help slow the spread of the coronavirus.

Southern thoughtfully created a company-wide program, called **Ever Strong**, which provides structured guidance and enhanced best practices to assist us in navigating a strategy for a post-COVID workplace. The **Ever Strong** program encompasses important enhancements we've made in our operations and changes to services in response to the pandemic. Our multipronged approach is built on four key pillars to meet the new health and safety challenges



**PHYSICAL DISTANCING
AND FACE COVERINGS**



CLEANLINESS



**ACTIVE
MONITORING**



**RAPID
RESPONSE**

PHYSICAL DISTANCING AND FACE COVERINGS

Southern is making a conscious effort to encourage physical distancing, currently at least six feet at all times, and wearing face coverings throughout the property. These practices are proven to be effective ways to reduce the spread of illnesses, and are some of the proactive measures we are taking to provide a safer environment for tenants, guests and team members. All team members are required to wear face coverings in common areas and back-of-house. All tenants, guests and service contractors are strongly encouraged to wear face coverings whenever they are in common areas.

Queues—Any area where tenants, guests or team members queue are clearly marked for appropriate physical distancing including elevators and lobbies.

Elevators—Signage is posted limiting the number of occupants in each elevator.

Face Coverings—Southern's properties will continue to adhere to the guidance of local and federal public health experts regarding the use of face coverings. All Southern team members must wear face coverings in all common spaces (both front and back-of-house) and any time they may come into contact with others. We will continue to strongly encourage the use of face coverings by all tenants, guests and service contractors in accordance with local guidance and regulations.

Furniture—Arrangements have been altered in all areas to respect appropriate distancing. Free-standing items like plants, newspapers and magazines have been removed.

Restrooms—Facilities are equipped with signage/messaging to encourage appropriate distancing.

Deliveries—All deliveries will be directed to one central entrance where possible.

Back-of-House—Physical distancing protocols are in place in shared team member areas and office spaces.

Amenities—Buildings with amenities, such as atriums or conference centers, will follow protocols, applicable to each amenity, when these features are open to tenants and guests.



CLEANLINESS

Southern prides itself on exemplary attention to detail. Proactively ensuring proper sanitation throughout our properties to prevent the spread of germs and viruses is no exception. The Commercial Division uses cleaning products and protocols which meet the Environmental Protection Agency (EPA) guidelines and are proven to be effective against viruses, bacteria and other air borne and blood borne pathogens. Southern has implemented industry-leading cleaning and sanitizing protocols with particular attention paid to high-touch items and locations.

Southern is working with its vendors, distribution partners and suppliers to ensure an uninterrupted supply of approved cleaning products and the necessary personal protective equipment (PPE). Here are some specific measures being taken to protect tenants, guests and team members.

PUBLIC AREAS



Cleaning Regimen—The frequency of cleaning and sanitizing has been increased in all public spaces with special emphasis on high-traffic, frequently contacted surfaces. These include, but are not limited to; elevators and elevator buttons, door handles, handrails and public restrooms.



Signage—Signage is posted throughout properties reminding tenants, guests and team members to practice physical distancing, good hygiene (including proper hand washing and shielding coughs/sneezes), and appropriate use of PPE. Public restrooms will display information about when the facility was last disinfected.



Hand Sanitizer—Hand sanitizer dispensers, touchless whenever possible, are highly visible and placed in lobbies, team member entrances and other key touchpoints throughout the properties.



In-office Cleaning—Tenants will receive details on how to arrange for an additional in-office cleaning from the on-site cleaning company at a cost to the tenant.



ACTIVE MONITORING

Please contact management at
703.902.9400
or by email:
commercial@smcmail.com
to report all incidents
and unusual activity.

In the event of an emergency
or life-threatening situation,
promptly **dial 9-1-1**
for assistance.

The highest priority of the **Ever Strong** program is to provide a healthy and safe environment for tenants, guests and team members. A critical element of maintaining the program includes monitoring and evaluating our practices, heeding expert guidance, listening to feedback, and adapting.

Expert Guidance—During these times of constant change, Southern is actively staying abreast of the latest advice and best practices put forth from The Centers for Disease Control and Prevention (CDC), government authorities and industry. The **Ever Strong** program will be evaluated against the most current and relevant information in order to operate effectively and safely.

Program Modifications—Southern commits to addressing necessary changes to current safety measures. New protocols will be communicated to tenants and team members with updated signage, communications and revisions to this plan.

Communication—As the **Ever Strong** program evolves, Southern will actively communicate changes to procedures and protocols with tenants and team members. Team members will be trained on all procedural changes as appropriate and the Ever Strong plan will be updated regularly. The most current version of the plan will be made available to the public via the Southern Management website. A resource addressing Frequently Asked Questions has been created to support tenants with their own policies and provide accurate information about Southern's safeguards.

Temperature Scanners—Southern has made available thermal temperature scanners as a quick and effective non-contact method for our tenants to screen and detect elevated skin temperature. Scanners must be checked out and require tenants to sign a liability release form.



RAPID RESPONSE

When a presumed or confirmed case of COVID-19 is identified, the primary responsibility of our mitigation strategy is to take immediate measures that protect tenants, guests and team members, while ensuring the continuity and safety of operations. Management will work with the Southern COVID-19 Response Team to follow established protocols that help prevent further spread of the coronavirus.

Restrict Access—Tenants or team members who report experiencing COVID-19 symptoms will be advised to avoid common areas and contact their healthcare provider. Common areas where the tenant or team member may have visited will be restricted until disinfecting can be performed.

Sanitation—Team members trained in mitigation and recovery will respond wearing full PPE. Steps will include enhanced disinfecting of commonly touched surfaces located near the affected office and in common areas (door handles, elevator panels, etc.). Team members will care for, maintain and dispose of PPE according to safety protocols and best practices.

Notification—Southern commits to notifying tenants and team members of the action plan in the event of a positive case of COVID-19 on the property. Southern will not provide any personal information regarding the affected person due to privacy concerns.

Contact Tracing—Contact tracing will be used to determine anyone who may have come into contact with a contaminated area. Southern will send appropriate communications and recommendations to those tenants and team members.





BUILDING MECHANICS

Southern's properties are following proactive guidance from CDC to help address COVID-19 concerns with respect to the operation and maintenance of heating, ventilating and air-conditioning systems. Changes will be continually monitored, and adjusted as outside air and humidity changes.

- HVAC systems have been adjusted to increase air flow turnover 20-30 percent for better circulation.
- Building humidity has been increased from 40 to 60 percent while still maintaining a comfortable temperature.
- Air will be flushed out of the building overnight.
- Sanitization of units during preventative maintenance when appropriate.
- Air filters will be replaced more frequently.
- Restroom exhaust fans are set to run continuously with the HVAC unit.
- Stairwell pressurization fans are set to run at an increased frequency

HVAC processes will be implemented wherever possible, based on system configurations at each location.



SERVICE CONTRACTORS

New health and safety requirements have been sent to all service contractors. Signage is posted in lobbies and loading docks indicating appropriate entrances and personal protective equipment requirements before entering buildings.

All service contractors and vendors, including day porters, cleaners, elevator technicians, etc. are required to follow CDC recommendations regarding physical distancing and the use of PPE.





TEAM MEMBER RESPONSIBILITIES

Southern has a duty to protect the well-being of those we employ and serve. As representatives of Southern, team members are mutually committed to this effort and required to adhere to the responsibilities as set forth in Southern's Infectious Disease Control Policy. This policy aims to control the spread of infectious disease and contains specific protocols team members will take during the present COVID-19 pandemic



COVID-19 TRAINING

Team members are a vital line of defense for an effective sanitation and health program. All Southern team members participate in training on COVID-19 safety and sanitation protocols. Team members are trained to respond swiftly and report all presumed cases of COVID-19 on-property



ILLNESS

Team members are instructed to stay home if they do not feel well and/or are exhibiting any COVID-19 symptoms



COMMUNICATION

The **Ever Strong** plan will evolve as recommendations from health officials change over time. Southern will effectively communicate any resulting changes to policies and procedures with team members to ensure current protocols are being implemented.



PERSONAL PROTECTIVE EQUIPMENT

Every team member is provided PPE that is required to be worn based on their role and responsibilities and in adherence to government regulations, CDC guidance and company policy. Training on proper use and disposal of all PPE is mandatory



HYGIENE

The importance of good hygiene and frequent handwashing is vital to help combat the spread of the virus. All team members are instructed to wash their hands for at least 20 seconds or use sanitizer when a sink is not available after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before and after starting a shift