



Ever Strong

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



Version 6.0

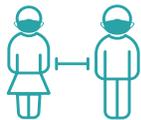




OUR COMMITMENT TO WELL-BEING

Southern Management Companies (Southern) has a long and proud history of caring for its residents 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 coronavirus (COVID-19) pandemic, Southern has expanded our commitment to safety and well-being by thoughtfully creating a company-wide program called **Ever Strong**. The **Ever Strong** program provides structured guidance and enhanced best practices to assist us in navigating our strategy for the “new normal.”

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 between residents, guests, contractors and team members—currently at least six feet at all times throughout our communities. This practice is proven to be one of the most effective ways to reduce the spread of illnesses, and it is one of the proactive measures we are taking to provide a safer environment for residents, guests, contractors and team members. All team members are required to wear face coverings in common areas and any time they interact with residents, guests, contractors or other team members. All residents and guests are strongly encouraged to wear face coverings whenever they are in common areas.

Common Areas—When open, all areas where residents, guests, contractors or team members queue are clearly marked with floor clings and signage to encourage appropriate physical distancing. This includes, but is not limited to, business offices, amenities, mailrooms, lobbies and elevators.

Leasing and Resident Services Offices—If/when open, face coverings will be required for all team members and anyone else entering Southern's offices.. Virtual tours, Zoom meetings, community websites and online application processes will be the primary methods to interact with future residents. When an in-person community tour is conducted, face coverings and gloves are required to be worn. The most efficient way for current residents to communicate with our office teams is via RENTCafé, telephone or email.

Work Schedules—When possible, team member work schedules will include staggered start times and lunch times to promote physical distancing.

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

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



PHYSICAL DISTANCING AND FACE COVERINGS

Maintenance—Regular and emergency maintenance services are being performed. When submitting a work order, residents are asked to inform us if they have experienced COVID-19 related symptoms in the last 14 days.

It is recommended that residents not be home during service calls. If this is not possible, residents are asked to practice physical distancing (6-feet apart) while maintenance is performed in their homes. Residents will be asked to give the service technician ample space and to avoid occupying the same room when possible. Residents are asked to wear cloth face coverings when technicians are in their homes.

- RENTCafé will be encouraged as the most efficient way to submit routine work orders.
- Service technicians will wear personal protective equipment while in homes.
- Technicians will clean and sanitize all touched areas in a resident's home after the service work has been performed.



CLEANLINESS



Southern prides itself on exemplary attention to detail. Proactively ensuring proper sanitation throughout our communities to prevent the spread of germs and viruses is no exception. Southern uses cleaning products and protocols, which meet the Environmental Protection Agency (EPA) guidelines and are proven to be effective against viruses, bacteria and other airborne and bloodborne pathogens. We have implemented industry-leading cleaning and sanitizing protocols with particular attention paid to high-touch surfaces and locations

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

PUBLIC AREAS



Cleaning—The frequency of cleaning and sanitizing has been increased in all public spaces, including the resident services and leasing offices, with a special emphasis on high-traffic, frequently contacted surfaces. These include, but are not limited to; elevators and elevator buttons, door handles, handrails, drop-off/pick-up waiting areas, public restrooms, amenity spaces, stair handrails, and seating areas.



Signage—Signage is posted throughout the communities reminding residents and team members to practice physical distancing, the appropriate use of personal protective equipment (PPE), and good hygiene (including proper hand washing and shielding coughs/sneezes).



Hand Sanitizer—Hand sanitizer dispensers are highly visible and placed at select entrances and contact areas as well as other key locations throughout the communities.



Leasing and Resident Services Offices—All work stations will be cleaned and sanitized before and after each work shift.



Shared Equipment—Shared tools and equipment are sanitized prior to the end of each shift or anytime the equipment is transferred to a new team member. This includes desks, phones, tablets, radios, computers and all other direct-contact items used throughout the communities.



Mailrooms and Package Handling—Each community will manage mailroom and package handling according to their unique characteristics, ensuring that residents receive their mail in a safe manner. Residents at each community will receive specific details of how their community is addressing this.

ACTIVE

MONITORING

THANK YOU
for practicing
physical distancing.



Please contact your resident services office 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 residents, guests, contractors 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 and industry authorities. 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 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 to residents, contractors 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.



RAPID RESPONSE

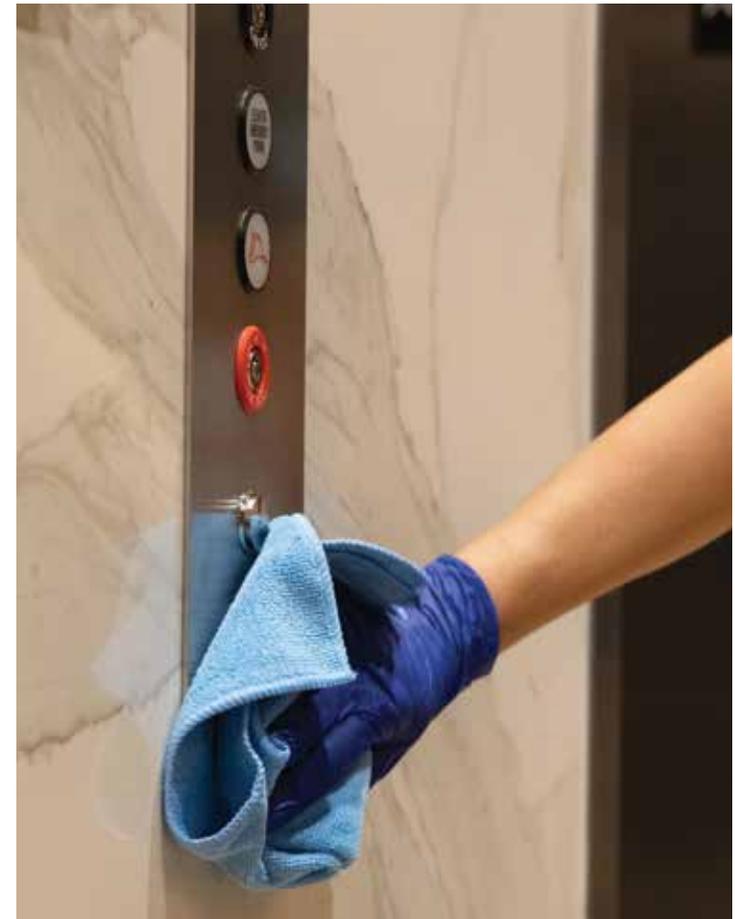
When a presumed or confirmed case of COVID-19 is identified, the primary goal of our mitigation strategy is to take immediate measures that protect residents, guests, contractors and team members, while ensuring the continuity and safety of operations. Management will work with the Southern COVID-19 Response Team to follow established protocols that help prevent further spread of the coronavirus. The actions that will be taken include: restrict area access, decontamination, notification and contact tracing.

Restrict Access—Residents who are exhibiting COVID-19 symptoms will be requested to self-isolate in their homes, avoid common areas and contact their healthcare provider. Southern team members will not enter affected residences except in the event of an emergency. Common areas the resident may have visited will be disinfected.

Decontamination—Team members trained in mitigation and recovery will respond wearing PPE. Steps will include enhanced disinfecting of commonly touched surfaces located near the affected residence 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 residents and team members in the event of a presumed or positive case of COVID-19 on the property. Southern will not provide any personal information regarding the presumed or affected person due to privacy concerns.

Contact Tracing—Contact tracing includes working with residents and team members to help them recall anyone they have had close contact with and the areas they have been in the community during the time they may have been infectious. Southern will send appropriate communications and recommendations to those residents and team members so they understand their risk and what they should do.





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 appropriate 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.



ILLNESS

Team members are instructed to stay home if they do not feel well and/or are exhibiting any COVID-19 symptoms. Team members have access to touchless thermometers and pulse oximeters to help monitor their health for symptoms of COVID-19.



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. Applicable PPE guidelines are established for each community.



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 activity that could initiate contact with the virus, such as using the restroom, sneezing, using hand tools or equipment, smoking, going on break, accepting items from another person (ID, cash, credit card, keys, etc.) and before and after their shift.





AMENITIES

All amenities—such as business and fitness centers, community rooms, clothes care centers, playgrounds, and outdoor grilling areas—will follow protocols applicable to each amenity when these features are open to our residents.

- Availability of all amenities is dependent on state and local recommendations/requirements for operation and Southern's assessment of safe implementation of those operational recommendations.
- Hours and occupancy may be modified to allow for additional cleaning and sanitization.
- Equipment will be spaced in accordance with physical distancing guidelines, in as much as space will allow; in lieu of moving equipment, restrictions on use/availability may be implemented.
- Fitness Center free weights and stretching areas may have limited capacity (based on individual location).
- Signage will be placed noting safe use and distancing requirements, as appropriate.
- Hand sanitizer will be available in the fitness center. We recommend residents clean equipment before and after use.
- Pools will be closed for the 2020 season.
- Additional requirements and/or closures may be implemented for certain amenities based on state and local requirements for operation.