

Return to Workplace

**GUIDELINES FOR TENANTS
AND OCCUPANTS**

MAY 2020

Dear Brookfield Properties Tenants,

I hope you, your families and your teams are healthy and well.

We know the Novel Coronavirus (COVID-19) global pandemic has brought about unprecedented challenges for your business. We know, too, that Brookfield Properties' commitment to providing you top-of-the-line, market-leading service – today and moving forward – is more important than ever. I am writing to reaffirm that commitment to you and update you on our latest actions and planning.

We have maintained our buildings continuously to provide safe and operational facilities for your essential workforce during this time. Our Building Management teams have been communicating with your teams to understand your needs and concerns today and upon a fuller return to operations. While we await further governmental mandates and recommendations regarding timelines and operational protocols, we have been hard at work creating this building-specific “Return to Operations Plan” that outlines steps we have taken and practices we will both implement and recommend to our tenants to create the safest possible work environment for you and your personnel.

This document summarizes a number of important subjects, including: sanitization of buildings, including public spaces and all air and water distribution systems; building access and lobby procedures; preparation of your spaces; Security, Fire and Life Safety updates; and procedures for front desks, elevators, loading dock deliveries, and food deliveries. Our plans are compliant with – and in most cases exceed – all current CDC and market-specific mandates, and they leverage the latest thinking of the commercial real estate industry, our team of leading consultants and our own expertise.

These guidelines will continue to evolve as we refine them based on governmental directives and our continued exhaustive outreach to market leaders, and we intend to update you regularly. We look forward to collectively working towards a safe and smooth return to the office. If you have any questions, comments or concerns, please do not hesitate to reach out to me directly at greg.meyer@brookfieldproperties.com or your Brookfield building management contact.

Be safe and well,

Greg Meyer

Executive Vice President and Head of the Greater DC Region
Brookfield Properties

COVID-19 RETURN TO WORKPLACE PLANNING

In keeping with Brookfield Properties commitment to provide outstanding customer service to our tenants and building visitors, we have developed a plan to return to business operations following the Novel Coronavirus (COVID-19) global pandemic. This plan has been created in careful consideration of WHO, governmental, and CDC guidelines. Through our actions we would like to ensure we take every reasonable precaution to keep tenants safe, while assisting them in resuming operations at our properties. In addition, we have updated our Pandemic Response Plan, Business Continuity Plan, and implemented new Building Emergency Action Team (BEAT) exercises; we will continually refine these procedures as we learn more information from governmental entities and lessons learned.

Brookfield Properties has developed a Return to Workplace Plan to achieve the following objectives:

1. Ensure we take every reasonable precaution to provide a safe environment for our employees, contractors, vendors, suppliers, tenants, and visitors to our buildings.
2. Be a resource to our tenant base to help guide them to appropriate procedures and solutions as they return to office.
3. Leverage our operational expertise to assist our tenants and building communities with efficient, effective resumption of their business operations within our premises.
4. Utilize lessons learned during COVID-19 to modify and/or enhance our operational procedures with new best practices and/or governmental requirements.
5. Remain fluid and adjust plan as needed, incorporating new information, lessons learned and best practices.

We continue to require all of our tenants to advise us immediately of any suspected or confirmed cases of Covid-19 in the building. We will continue to notify relevant tenant contacts of any such instances. Our property management teams will also continue to engage with our tenants virtually, via conference or video calls to minimize face to face interactions. We will collaboratively determine the course of response.



CLEANING

All public areas have been thoroughly cleaned and disinfected in anticipation of return to office in strict adherence with the CDC guidelines and product recommendations.

In addition, we have worked with our cleaning contractors to enhance cleaning and disinfectant options specifically for high touch point areas and restrooms. These strategies will be implemented frequently throughout the day.

FOR TENANT'S CONSIDERATION:

We urge you to contact your cleaning contractor and your property manager to:

- Discuss your specific needs and requirements.
- Ensure you have adequate supplies for tenant cleaning needs, hand sanitizer, wipes, etc.
- Have supplies at each desk to self-clean.
- Provide waste bins for Personal Protection Equipment (PPE).
- Consider a nightly "clear desk" policy to allow janitorial teams to clean.



STAFF & SERVICE WORKERS

Brookfield employees, including Property Management staff and Engineers, are enrolled in a program which includes daily temperature tracking and monitoring of symptoms. This program will aid in tracking and tracing.

All other building service workers, including security officers and cleaners, are being scanned for temperature prior to their work-shift. All building workers will be wearing protective equipment such as face coverings and in some place gloves, depending on the task and interaction. All back-of-house work areas, including workstations, offices, locker rooms, break areas and shops:

- Are being cleaned more frequently, with special focus on high touch areas.
- Have been adjusted to provide 6-foot distancing.
- Have hand sanitizer stations.

All building workers are being trained on the above and we are stressing to employees that if they do not feel well, to STAY HOME.

All front-line workers' schedules have been adjusted for the benefit of the workers safety, to reduce commuting time, to get proper rest given the high stress environment, and care of their families. These schedules will be adjusted as occupancy increases.

FOR TENANT'S CONSIDERATION:

- Establish a program to monitor employees.
- Designate a specific enclosed room to isolate any person who may exhibit symptoms.

- Provide PPE to employees and have adequate supplies.
- Review procedures to enable transparent reporting of Covid related cases with Landlord and Tenant community.
- Provide supplies and establish rules for employees to disinfect their personal equipment at the end of their workday (i.e., telephone, keyboard, mouse, etc).



PPE

Building staff will be wearing PPE as part of their uniform. Tenants and building visitors are also required to wear a mask when in building common areas.



LOBBY & BUILDING ENTRY

We expect local guidelines will require face coverings to be worn and will have signage to remind building personnel, tenants and visitors of any requirements.

- Building employees will be supplied with face covering and gloves.
- Tenant employers should provide face coverings to their employees.
- Brookfield will provide a face mask to an employee/visitor, if needed for lost or damaged face coverings.

In order to provide for safe distancing, there will be signage and direction markers directing tenant companies to an entrance, a traffic lane, a queuing lane, and an elevator bank.

We are taking steps to create touchless and/or bacteria-free entry where reasonably possible. Hand sanitizer stations will be conveniently located in the lobby and waste receptacles will be available for discard of gloves and masks.

Frequent cleaning will continue on high touchpoint areas. Walk off mats will be removed unless needed for inclement weather.

FOR TENANT CONSIDERATION:

- Stagger start times.
- Ensure employees have their building access devices upon return to avoid the need to stop at visitor desk for a temporary ID.
- Make a plan for signage in tenant spaces, to include lobbies and restrooms for full-floor tenants.



FRONT DESKS

In order to make processing at the front desk a touchless experience and to practice safe distancing, we will:

- Place see-through protective screens at the manned locations.
- Coordinate with our tenants to initially limit visitors to the building.
- Enforce the pre-registration of visitors and use a touchless visitor management system where possible, so visitors can proceed directly to elevators.

FOR TENANT CONSIDERATION:

- If you have a front desk presence, consider touchless, digital technology.
- Limit visitors by initially utilizing only conference calls for meetings.
- Remind visitors to STAY HOME if not feeling well.



ELEVATORS

In order to practice safe distancing, elevator occupancy will be limited, in most cases to two or four people, depending on elevator size. Building signage will clearly indicate occupancy limits, and security officers will direct tenants and visitors as necessary. We are analyzing elevator operating modes for most efficient operation in light of the occupancy limit.

Signage will guide employees in the lobby and elevator banks. High touchpoints and key pads will be cleaned frequently. Where feasible, we will open up a stairwell during peak hours.

FOR TENANT CONSIDERATION:

- Stagger start times.
- Signage on tenant floors to limit number of riders leaving floor.
- Use stairwells for inter-floor travel where possible to ease use of elevators.



HVAC SYSTEM

The building management and engineering teams are testing and adjusting operating procedures to follow CDC guidelines and best practices during the pandemic and recovery. In addition, we have taken the following measures:

- Increased outside air ventilation where possible including overnight to purge space completely.
- New MERV 13 air filters have been installed on all base building fan systems.
- An independent third party has inspected the base building air and water distribution system.

- Increased humidity levels where possible.

FOR TENANT CONSIDERATION:

- Review tenant-owned mechanical equipment for required cleaning and maintenance.



SECURITY, FIRE & LIFE SAFETY

All security officers are being scanned for temperature prior to their work-shift and will be wearing protective equipment such as face coverings and gloves. To ensure proper fire warden/searcher coverage in partial return situations, we will coordinate with tenants prior to re-occupancy. We will also implement online fire warden training.

FOR TENANT CONSIDERATION:

- In partial return stages, please designate fire warden and searcher personnel to the Fire Safety Director or Property Manager in the event your regular team is not returning initially.



LOADING DOCK DELIVERIES

Deliveries should all be pre-scheduled. Delivery personnel who will need to enter the building will sign a log to indicate:

- They have not tested positive for Covid-19 in last 14 days.
- They have no symptoms of Covid-19 at the current time.
- Should personnel not comply with the above, they will be denied entrance.

Construction companies should administer health checks prior to entering the freight area. Personnel may be required to sign a log and indicate positively:

- They have not tested positive for Covid-19 in last 14 days.
- They have no symptoms of Covid-19 at the current time.
- Should personnel not comply with the above, they will be denied entrance.

Construction companies will be required to present a plan at the beginning of activities and do the following:

- Execute thermal monitoring or scanning.
- Stagger start times.
- Conduct tool box talks and COVID safety awareness.
- Enforce social distancing while working and during break times.
- Execute frequent jobsite cleaning and disinfecting.

All personnel will wear appropriate PPE. Signage will be posted explaining

best practices, safe distancing, etc. and hand sanitizer will be available. Signage will be posted in freight elevators.



FOOD AND PACKAGE DELIVERIES

Brookfield will coordinate with tenants on procedures to enter their space or have them pick up packages and deliveries. Couriers will avoid peak elevator times.

- Delivery personnel entering through the lobby will be subject to the same rules as loading dock deliveries.
- Tables will be provided in the lobby for drop off and pick up of personal food orders, or orders should be retrieved curbside.
- Bulk deliveries will be delivered via freight cars.

FOR TENANT'S CONSIDERATION:

- Designate a location for deliveries to be stored and cleaned prior to distribution.
- Assign delivery management tasks to specific employees only.
- Encourage that all food deliveries are prepaid.
- Aggregate deliveries.



PARKING

Employees will be screened pre-work shift with daily temperature checks and a screening questionnaire. Intensified hygienic precautions include frequent sanitation of:

- Car keys and fobs
- Cell phones
- Payment equipment

Specific sanitation procedures will be in place for valet arrivals and departures. Touchless solutions will be used where reasonably possible, including payment.



BUILDING AMENITY SPACES

Limitations on building amenity spaces including retailers, fitness centers, conference rooms, rooftops, and lounges will be largely dependent on time and health security level, as well as local restrictions on social distance and public gatherings. Capacity in shared conference rooms, food service areas, lounges, and other areas of congregation will be

limited to allow for 6' of distance between occupants and comply with limitations on gatherings. All amenity spaces will undergo enhanced cleaning protocols. Bike rooms will remain open. Fitness centers and all locker room and shower facilities will remain closed during building repopulation and once reopened, Brookfield will take steps to:

- Accommodate social distancing.
- Frequently clean and disinfect.
- Provide supplies for users to disinfect equipment and counter spaces after use.

FOR TENANT'S CONSIDERATION:

- Utilize amenities and common spaces only when absolutely necessary.
- When spaces do reopen, consider utilizing at off-peak times (i.e. mid-morning or mid-afternoon for fitness centers).
- Sign up for Activated's newsletter at www.brookfieldpropertiesactivated.com and/or follow on Instagram @activated_brookfieldproperties for access to live daily virtual fitness classes that can be done from anywhere, resources and activities, virtual concierge services, and ongoing engaging programming, all compliments of Brookfield Properties.

Thank you for your partnership and cooperation. We look forward to seeing you all return to the office and working with you as your tenancy builds.
