

OUR COVID-19 RESPONSE

Over the past several weeks, we've all been challenged to make sense of a global health scare, and to plan in the event we need to close our office for an extended period. We have technology in place enabling our employees to perform from home 99% of the tasks they do in the office. If you want to speak with any of us by phone, please call whatever number you're accustomed to calling - our office phones will be routed to cell or home phones.

Rest assured that your properties will be as well cared for as they always are. Our property management teams are on top of what's happening at each property and will dispatch service personnel as necessary. Whatever comes our way, we will respond as we always have, providing exceptional service.

We are carefully monitoring information from the **WHO, CDC** and **Departments of Public Health** in New Hampshire, Massachusetts, Maine and Vermont, and relaying this information immediately to our property management team and through them to all tenants.

We have taken these precautionary steps in our office properties, and we have communicated best practices to our retail tenants, in order to:

- Ensure that cleaning services provided to the premises and the building common areas include frequent cleaning of high-touch points such as doorknobs, handles and elevator buttons and countertops.
- Ensure that restrooms are well-stocked with soap and paper products to support recommended hand washing.
- Have hand sanitizer stations in common areas and workspaces to support good hygiene if possible.

We have distributed the information below to all of our employees:

Precautions being implemented for COVID-19 & influenza:

- Cleaning staff are using disinfectant solutions during the regular daily cleaning of all restrooms and lobbies, all doors, door handles and knobs, elevator buttons and panels, and other commonly touched areas.
- We are responsible to disinfect our office. Disinfectant wipes are available throughout the office. Please use them regularly. Also, please wipe down kitchen counters, refrigerator handles and cabinet handles. When using the water dispenser, please be sure to keep your bottle a safe distance from the dispenser nozzle. If we all pitch in and help to keep our office clean, we have a better chance of staying healthy.
- If you are not feeling well, please do not come into the office. Notify your manager and we will work with you to help you work from home, if feeling well enough to work.

Additional suggestions for safety:

- NO HANDSHAKING! Use fist bumps, slight bows, elbow bumps, etc.
- Use ONLY your knuckle to touch light switches, elevator buttons, etc.
- Lift the gasoline dispenser with a paper towel or use disposable gloves
- Open doors with your closed fist or hip - do not grasp the handle with your hand, unless there is no other way to open the door. This is especially important on bathroom and post office/commercial doors.
- Use disinfectant wipes at stores when they are available, including wiping the handle and child seat in grocery carts.

- Wash your hands with soap for 10-20 seconds and/or use a greater than 60% alcohol-based hand sanitizer whenever you return home from ANY activity that involves locations where other people have been.
- Keep a bottle of sanitizer available at each of your home's entrances AND in your car for use after getting gas or touching other contaminated objects when you can't immediately wash your hands.
- If possible, cough or sneeze into a disposable tissue and discard. Use your elbow only if you have to. The clothing on your elbow will contain infectious virus that can be passed on for up to a week or more!

What to have stocked in preparation for a pandemic:

- Latex or nitrile latex disposable gloves for use when going shopping, using the gasoline pump, and all other outside activity when you come in contact with potentially contaminated areas.

***Note:** This virus is spread in large droplets by coughing and sneezing. This means that the air won't infect you, BUT all of the surfaces where these droplets land are infectious for about a week on average. Everything that is associated with infected people will be contaminated and potentially infectious. The virus is on surfaces and you will not be infected unless your unprotected face is directly coughed or sneezed upon. This virus only has cell receptors for lung cells (it only infects your lungs). The only way for the virus to infect you is through your nose or mouth via your hands, or an infected cough or sneeze onto or into your nose or mouth.*

- Disposable surgical masks or hand-sewn 100% cotton masks to prevent you from touching your nose and/or mouth (we touch our nose/mouth 90x a day without realizing it!). This is the only way that we know of that this virus can infect you - it is lung specific. The mask will not prevent the virus in a direct sneeze from getting into your nose or mouth - it is only to keep you from touching your nose or mouth.
- Stock up on hand sanitizer if you can. The hand sanitizer must be alcohol-based and greater than 60% alcohol to be effective. Many local distilleries are now producing hand sanitizer for consumers if you are unable to find it in the stores.
- Stock up on zinc lozenges. These lozenges have been proven to be effective in blocking COVID-19 (and most other viruses) from multiplying in your throat and nasopharynx. Use as directed several times each day when you begin to feel ANY "cold-like" symptoms beginning. It is best to lie down and let the lozenge dissolve in the back of your throat and nasopharynx. Cold-Eeze lozenges is one brand, but there are several other brands available.

The below links provide additional information regarding COVID-19:

- World Health Organization (WHO): <https://www.who.int/>
- Center for Disease Control (CDC): <https://www.cdc.gov/>
- Boston Public Health Commission: <http://bphc.org/>
- NH Dept. of Health & Human Services: <https://www.nh.gov/covid19>