

PRAEDIUM  
G R O U P L L C

*To:* Praedium's Property Managers

*Re:* Operational Protocols for Praedium Properties

---

As we monitor the ongoing spread of coronavirus (COVID-19) and the guidance of the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), the health and safety of our on-site personnel and our residents is of utmost importance to us. We understand that you have already undertaken certain measures at the properties that you manage and thank you for your continued cooperation and communication thus far in that respect. As part of Praedium's initiative to mitigate exposure and contain the spread of the coronavirus throughout our portfolio of properties, we ask that, to the extent not already implemented at a property, the following actions be taken effective immediately until further notice:

- Close non-essential amenity areas, including without limitation:
  - fitness centers and yoga studios;
  - clubhouse lounges;
  - pool and outdoor amenity areas; and
  - business centers and conference rooms.
- Suspend or cancel all social gatherings and resident events.
- Postpone non-essential maintenance and service requests.

Our goal here is to be proactive and take all possible measures to ensure the safety of our tenants and personnel. While many, if not all, of these protocols have been implemented at the properties that you manage and residents have been notified of thereof, we ask that the rules be strictly enforced, and to the extent notice has not been circulated to residents and displayed on-site, that it be done as soon as possible. As for any written communications to be delivered to the residents going forward, we ask that you send drafts to your contact at Praedium for advance approval if the circumstances allow and we will act promptly to authorize circulation.

For touring prospective tenants at the property, we recommend that the leasing office close its doors to walk-ins, and that tours be arranged in advance via phone, email or internet and only in vacant or model units in order to prepare with appropriate protective measures. If, based on your assessment of the circumstances at the property, your leasing team feels it appropriate to stop conducting tours for any period, please feel free to do so.

As it relates to package deliveries, we understand that options differ depending on the property. Therefore, we ask that you please develop a protocol that appropriately limits access to the property by those making deliveries in a manner that is protective to the residents and on-site personnel.

We ask that if you have not already provided Praedium with your written policies and procedures to address identified cases of COVID-19 at properties that you manage, that

PRAEDIUM  
G R O U P L L C

you do so as soon as possible. For your reference, an example of what is currently in place for some of Praedium's properties is set forth on the attached Exhibit A.

Otherwise, please continue to carry out the enhanced cleaning protocols that have been implemented throughout the properties and limit your personnel's access to resident units.

If accessing a resident unit is necessary for any reason, including to perform essential maintenance or service requests, please take measures to determine if anyone at the unit is sick or under self-quarantine in the unit at the time of work order submittal, including whether they have experienced respiratory or flu-like symptoms such as fever, cough, shortness of breath (see CDC website <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> for more information). If accessing a unit with quarantined or confirmed cases, all work should be contracted to a qualified third-party service party provider who is property equipped with the protective gear as prescribed by the CDC and OSHA. In any event, maintenance personnel should wear nitrile, rubber or latex gloves when going into all units.

As you know, ongoing communication between ownership and property management is very important at this time. We plan to continue to conduct daily phone calls with our on-site teams to discuss conditions on the ground and the operation of each property. Moreover, if you are getting continuous and/or real time feedback or information from others at your company or residents at your properties, please share it with us. Lastly, if you receive any press, media or other inquiries of that nature, please refer them to your asset management contacts at Praedium.

If you have any questions or concerns, please do not hesitate to reach out and ask. We thank you again for your cooperation and help during this difficult time.

Sincerely,

The Praedium Group

Exhibit A

Procedures for Identified Cases of COVID-19 at Property

**Residents:**

- Contact the local Department of Health (DOH) and/or the CDC.
- File an incident report and deliver to Praedium - note that the incident report cannot include anything that would identify the resident or unit.
- Do not enter the unit until instructed otherwise.
- Retain a qualified vendor for a quote to deep clean/sanitize all common areas as well as those used by the resident with confirmed COVID-19 infection.
- Distribute a letter to residents to inform them that a resident has tested positive for COVID-19 and the preventative steps the property is taking. Letter should be based on a form preapproved by Praedium and there should be no information given in the letter that would identify the resident.

**On-Site Personnel:**

- Contact the local DOH and/or the CDC.
- Send the employee home with instructions to self-isolate until they are certified as being free from illness. A doctor's note is required for confirmed cases.
- File an incident report and deliver to Praedium - note that the incident report cannot include anything that would identify the employee.
- Try to determine, in conjunction with DOH and CDC, the source of the infected employee's exposure to COVID-19, including whether it is believed to have been the result of community spread.
- Offer support to the infected employee and assist them in obtaining appropriate treatment.
- Identify individuals the employee may have had close contact with while working, including coworkers, residents, prospects, vendors or others. Close contact is generally considered being within 6 feet for a prolonged period of time (e.g., 25 minutes) or having direct contact such as a handshake or other form of physical contact.
- In coordination with the DOH and CDC, notify the individuals determined to have had close contact. Without disclosing the name of the employee, tell them an employee has tested positive for the COVID-19 infection and the company believes they may have had close contact with the individual and indicate that the individual should self-quarantine for 14 days, monitor for symptoms, and contact a medical professional if they show signs of illness.
- Direct employees determined to have had close contact with the infected employee to remain out of work (self-quarantine) for the presumed incubation period (currently

believed to be 14 days). Encourage them to self-monitor for symptoms of illness and contact their healthcare provider if they have concerns or develop symptoms. Provide similar recommendations to non-team members.

- Depending on the nature and scope of the infected team member's presence in the workplace, temporarily close the workplace while cleaning efforts are undertaken.
- Retain a qualified vendor for a quote to deep clean/sanitize all common areas as well as those used by the employee with confirmed COVID-19 infection.
- Communicate with other employees at the worksite where the infected employee worked.
  - Without disclosing the name of the employee, advise them that a coworker has tested positive for COVID-19 infection, the company has contacted any individuals it believes had close contact with the individual and requested such individuals self-quarantine for the clinically recommended period.
  - Explain that Pinnacle has undertaken efforts to have the workplace cleaned and sanitized based on the recommendations and guidance of the CDC.
  - Reinforce that team members should not report to work if they are ill.
  - Reinforce that team members should speak to their healthcare provider if they have concerns, questions or developing symptoms.
- Distribute a letter to residents to inform them that an employee has tested positive for COVID-19 and the preventative steps the property is taking. Letter should be based on a form preapproved by Praedium and there should be no information given in the letter that would identify the employee.
- Before authorizing an employee to return to work after a period of self-quarantine, confirm that the employee has not had symptoms during the 14 days following potential exposure. If the employee has had symptoms (fever, cough, other symptoms of respiratory infection) during that time, request that the employee provide confirmation from their health care provider that it is appropriate for the employee to return to work.
- Document all direction given and steps taken during an incident with an infected team member.