



# A MESSAGE TO OUR CUSTOMERS

As a response to the COVID-19 pandemic, Carr Properties is committed to the implementation of a broad, portfolio-wide safety, wellness and sanitation program for the benefit of our customers, employees and service providers. Using the guidelines established by the Center for Disease Control (“CDC”) and our local government as our baseline, we have developed the following building policies and protocols.

The health and wellness of our customers is our top priority. We look forward to working with each of you in providing a safe workplace environment. This is a shared responsibility for all of us.



## SOCIAL DISTANCING BUILDING PROTOCOLS:

- New wayfinding signage identifying designated paths of travel for entering/exiting the building
- Occupancy limits will be posted for all elevators
- Stairwell access will be made available as an alternative to elevator use
- Defined paths of travel will be indicated within building lobbies and common areas
- Fitness centers shall remain closed until further notice. We are closely monitoring when the governing state and/or local jurisdictions allow for fitness facilities to reopen to the public and will provide building updates accordingly as it relates to the building fitness center. Once we reopen our fitness centers, a separate set of policies and procedures governing use will be shared with our customers.



## CLEANING & AIR QUALITY IMPROVEMENTS:

- HVAC system enhancements are being made, which include the installation of high-grade MERV 13 air filtration systems and Ultraviolet Germicidal Irradiation (UVGI) light fixtures across the portfolio
- Building HVAC systems will increase the rotation of outside air on a daily basis
- Upgrades are being implemented to enhance air flow in elevator cabs
- Frequent disinfection of high-touch points, including building entry doors, common areas and restrooms



## SAFETY & PERSONAL PROTECTION:

- All customers and visitors will be required to wear face masks at all times in building lobbies and other common areas (elevators, restrooms, fitness centers, roof decks and conference rooms). Individuals without face masks will not be permitted to enter the building.
- Disposable gloves, tissues, hand sanitizing stations and sanitizing wipes will be available at service stations within the building
- Face masks will be available at lobby reception for visitors
- Building staff, contractors and delivery personnel must wear face masks and disposable gloves at all times
- Garage valet services will be suspended until further notice
- Carr Properties building management teams will continue to communicate promptly regarding any known COVID-19 cases within our buildings. Upon notification of a COVID-19 case, we will follow best practices for disinfection as outlined by the CDC.

On behalf of the entire Carr Properties team, we thank you for your cooperation and understanding as we adjust to this new workplace experience.

Oliver T. Carr  
CEO, Carr Properties



Please contact your property management team or visit [carrprop.com/covid19](https://carrprop.com/covid19) for additional information.