

We have been tracking the COVID-19 pandemic closely. We appreciate that this situation may be affecting your business, which we empathize with because the COVID-19 outbreak is certainly affecting our business. The message below summarizes our company's response to the current pandemic and ask that you help us minimize the spread of the COVID-19 virus. We will continue to communicate with you as this situation evolves.

The best way to slow the pace of infection is for people to have less close contact with one another and to enhance cleaning practices, which we have already implemented. Specifically, we are undertaking the following protocols:

Common Area Cleaning

- We are actively working with our janitorial teams to ensure they adhere to the Center for Disease Control's environmental cleaning and disinfection recommendations.
- We increased the frequency of common area cleaning.
- Our janitorial teams are focused on cleaning frequently touched surfaces, such as doorknobs, with disinfecting cleaners.
- WHAT YOU SHOULD DO: Please ensure you are cleaning the interior of your Premises and frequently touched surfaces in and around your Premises with disinfecting cleaners.
- WHAT YOU SHOULD DO: Please adhere to the Center for Disease Control's environmental cleaning and disinfection recommendations available at:
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html#How%20to%20Clean%20and%20Disinfect>

Use of Common Area Facilities

- We are limiting use of, or closing, non-essential common areas. All essential common areas, such as mail rooms and trash areas, will remain open but will be cleaned with more frequency as provided above.
- We are suspending gatherings of over ten people in the common areas in accordance with governmental guidance.
- WHAT YOU SHOULD DO: Please use proper sanitation when accessing common areas and please minimize use of common areas to the extent possible.
- WHAT YOU SHOULD DO: Please adhere to governmental guidelines about gathering size (currently limited to ten people).
- WHAT YOU SHOULD DO: Please follow governmental social distancing protocols.

Service Requests

- We know you depend on us to provide certain services, and our on-site associates are currently addressing emergency requests only and limiting all face-to-face interactions. Please contact commercial@essex.com for requests that need immediate attention.
- WHAT YOU SHOULD DO: Please be patient with our team as we have many requests at this time. We are working to meet everyone's needs while trying to ensure everyone's health and well-being.

Your Health and Your Privacy

- WHAT YOU SHOULD DO: Contact local authorities if you suspect you or one of your employees has contracted COVID-19 or has been exposed to COVID-19.
- WHAT YOU SHOULD DO: Adhere to all Center for Disease Control guidelines for workplaces available at: <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

In summary, we thank you for assisting us in trying to limit the spread of COVID-19. We welcome any feedback you may have; we are busy working through the various issues posed by this national emergency. We greatly value your tenancy with us and are committed to working together in these challenging times. Please do not hesitate to contact us if you have any questions or comments.

Additional Resources

- Government, agencies, and nonprofits may be able to provide financial assistance related to the COVID-19 crisis.
- WHAT YOU SHOULD DO: Review the information in the below links to apply for assistance
 - o California Businesses: <https://business.ca.gov/coronavirus-2019/>
 - o Washington Businesses: <https://www.governor.wa.gov/issues/issues/covid-19-resources/covid-19-resources-businesses-and-workers>

If you have any further questions, please contact us at: commercial@essex.com