Request for Proposals

COVID-19 Workplace Preparedness Planning and Reentry Consultation Services

June 5, 2020

Project Overview

The Corporation for Public Broadcasting (CPB) seeks to solicit proposals for consultation services by experts in the fields of public health and workplace safety to develop a plan for protecting CPB employees against the risk of exposure to the coronavirus while allowing CPB’s management and staff to make a safe and effective return to work in its offices.

CPB’s leased offices occupy the 2nd and 3rd floors at 401 9th Street, NW, in downtown Washington, DC1. An area of approximately 43,000 square feet covers the two floors and plans of each floor are shown as Exhibit A. Currently, CPB’s 90 employees are working from home. Although CPB does not currently have an official telework program, one is being developed. CPB believes that components of the return to work plan must include, but are not limited to, the following:

- Employee arrival policies and entrance protocols
- Office sanitization and maintenance
- PPE requirements and responsibilities
- Recommendations for safe workplace materials and equipment
- Recommendations for healthy workplace materials and equipment
- Workspace and workstation distancing, protective barriers and/or reconfiguration
- Office traffic flow plans and social distancing practices
- Conference room and common area(s) utilization and protocols
- Limitations on in-office services and amenities

CPB also expects that the plan will consider and be informed by other factors and information, including, but not limited to, the following:

- Up-to-date information, guidance, and regulations from federal, state, and local governments, as well as from healthcare and workplace safety entities
- CPB responsibilities versus landlord responsibilities
- Review of, and recommendations regarding, landlord protocols on building access, modifications and use of common areas, rest rooms, elevators, stairways, and the gym (See Exhibit B for presentations provided by landlord on Boston Properties DC Region Town Hall providing protocols and plans and Health and Security Plan for Repopulating the Workplace)
- Liabilities and responsibilities beyond the CPB office
- HVAC and airflow precautionary measures

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1 CPB is an original tenant at 401 Ninth St. NW with a ten-year lease beginning May 1, 2000. The lease was most recently amended in November 2018, reducing 17,000 square feet of leased space, resetting the base year for operating costs, receiving a tenant improvement allowance, and extending the lease term through April 30, 2032.
• Employee privacy rights
• Health and biometric information reporting obligations
• Reopening issues not directly related to COVID-19
• Staff communications plan

The plan must be completed within three months and the selected vendor will be compensated on an hourly/fixed fee contract. The agreement will be renewable, at CPB’s sole discretion, for additional related work during which the vendor will be compensated on an hourly basis, for an additional 3-month term.

Proposals must be submitted no later than 5:00 p.m. Eastern on Friday, June 26, 2020.

I. CPB

CPB is a private, non-profit corporation created by the United States Congress through the Public Broadcasting Act of 1967. CPB is exempt from taxes under Section 501(C)(3) of the Internal Revenue Code. It is funded by the United States Federal Government through annual congressional appropriations. The purpose of CPB is to promote non-commercial media in television, radio and other digital platforms for the American people.

II. CPB’s Workplace Reentry Plans and Other Documents

CPB will provide copies of documents, such as formal building plans, CPB policies and procedures, signage templates, CPB’s draft Three Phase Guidelines for Employee Return to Work and other pertinent information. Selected applicant also will have access, in-person or virtually, to the CPB office space as needed.

III. Proposal Components

Applicants must separate technical and cost proposals.

A. Technical Proposals: Technical proposals should address the issues set forth below in the order specified.

1. Business Overview - Please provide an overview of applicant’s business to include the following:

   i. Description of the business to include areas of expertise and consultation, structure (public or private), years active, number of employees, and platform of services.
   ii. Overview of individuals who would be assigned to the project, including pertinent education and career experience.
   iii. Notice of any potential conflicts of interest, either by individual team members or the business.
2. **Project Process** – Please provide a detailed description of the process by which you will perform the work to meet CPB’s needs as described in this Request for Proposal (RFP). This should include the following components:

   i. How the CPB Workplace Reentry Plan will be developed and on what basis recommendations will be made, including a detailed breakdown of the work by major tasks with the required staff (names and titles) and hours.
   
   ii. A brief overview of the sources from which information and recommendations will be drawn.
   
   iii. A timeline and budget necessary to perform the work set forth in this RFP.
   
   iv. A detailed list of any resources or data you may need from CPB to complete this project.

3. **Projects, References, and Competitive Advantages** – Please provide the following:

   i. Examples of work similar to the CPB project undertaken by your business within the last two years, especially any work pertaining to COVID-19 workplace reentry, along with a brief narrative describing outcomes.
   
   ii. References provided by two clients from those examples with their telephone and email contact information.
   
   iii. A summary of any competitive advantages offered by your business.

B. **Cost Proposals** – A detailed cost proposal showing the costs required for the project, using the breakdown of work by task created for the technical proposal and including the hourly rates of the assigned staff.

IV. **Evaluation Criteria**

Proposals will be evaluated on the following criteria with the associated weight.

A. Company Overview (20%).
B. Project Process (30%).
C. Examples, References, and Competitive Advantages (20%).
D. Cost – reasonableness of the proposed price (30%).

V. **Proposal Submission**

Applicants must submit their technical and cost proposals separately through CPB’s Grants Management System. To gain access, please send an email request to Chad Cook, Director, Office Services (ccook@cpb.org) no later than 5:00 p.m. ET on Friday, June 12, 2020. CPB will provide access to eligible applicants within 24 hours. Please include the following information in the request: “COVID-19 Preparedness RFP” in the subject line, your name, title, phone number, organization name, address, and a link to the organization’s web address.

All questions must be submitted via email to Chad Cook, Director, Office Services (ccook@cpb.org). CPB will post responses without attribution. The deadline for submitting questions is Wednesday, June 17, 2020 at 5:00 p.m. ET.
Submissions through the Grants Management System are due no later than Friday, June 26, 2020 at 5:00 p.m. ET. CPB will not consider applications submitted after this time.

CPB may request applicants with the top scores to meet via WebEx or Microsoft Teams to present their proposal to senior management. If so, CPB will notify applicants to schedule these meetings.

VI. Timeline

The anticipated timeline is shown below:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Announcement</td>
<td>June 5, 2020</td>
</tr>
<tr>
<td>Request GMS Access</td>
<td>June 12, 2020</td>
</tr>
<tr>
<td>RFP Question Submission</td>
<td>June 17, 2020</td>
</tr>
<tr>
<td>Response Deadline</td>
<td>June 26, 2020</td>
</tr>
<tr>
<td>Select Presentations to CPB</td>
<td>July 10, 2020</td>
</tr>
<tr>
<td>Contract Execution</td>
<td>July 20, 2020</td>
</tr>
</tbody>
</table>

VII. General Terms

Proposals submitted in response to this RFP shall be valid for at least 90 days following the closing date and must provide a straightforward, concise description of how the applicant (Applicant) will meet the project requirements. Neither multiple nor alternate applications will be accepted. Applicant should clearly identify any portion of its proposal that it considers confidential, proprietary commercial information or trade secrets. In addition, Applicant must identify all subcontractors and advisors and include a description of their roles.

Applicants selected for funding are deemed to have accepted the terms in this RFP. Any exceptions to these terms must be clearly identified in their proposals. CPB, at its sole discretion, may reject proposals that include exceptions.

In reviewing Applicant’s proposal, CPB may share materials, data, other information, and analyses (collectively, “Information”) with the Applicant. As a condition of receiving such Information, Applicant shall be deemed to agree to protect, preserve and maintain all such Information on a strictly confidential basis, and to promptly return to CPB upon its request all tangible copies of such Information in Applicant’s possession.

CPB is not responsible for loss or damage to material that Applicant provides to CPB in conjunction with this RFP. Upon submission, said information shall become CPB’s property (not including any intellectual property rights contained in such submission), and CPB is not required to return the same to Applicant. Applicant is responsible for any violation of copyright, trademark, patent, trade secret, or other rights related to such material.

This solicitation does not constitute an agreement by CPB to extend funding to any party. CPB may, in its sole discretion, elect not to pursue this project.
By submitting an application, Applicant grants to CPB the right to duplicate, use, disclose, and distribute all of the materials submitted for purposes of evaluation, review, and research. In addition, Applicant guarantees that it has full and complete rights to all of the information and materials included in its proposal. Additionally, Applicant guarantees that such materials are not defamatory and do not infringe upon or violate the privacy rights, copyrights, or other proprietary rights of any third party.

VIII. Conditions of Agreement

If a proposal is selected for funding, Applicant will be required to sign a binding agreement. Until both parties have signed an agreement, no express or implied commitment has been made to provide financial support. Applicant is not authorized to commence work until the agreement is fully executed.

If Applicant opts to commence work, it does so at its own risk. No oral or written statement other than the signed, written agreement will govern or modify the relationship. As a condition of agreement, Applicant must guarantee that, among other things, any work they undertake on behalf of CPB is not defamatory and will not violate or infringe upon the privacy rights, copyrights, or other proprietary rights of any third party. The selected Applicant must also agree to indemnify CPB against any loss resulting from breach of any of the guarantees contained in the agreement.

Those receiving funds from CPB must be able comply with several requirements that will be included in the operative agreement. These requirements include but are not limited to:

1) Maintenance, for three years following receipt of relevant funds, of all financial records to the project, which records shall be accessible to CPB, and to the U.S. Comptroller General or other representatives for examination and audit purposes.

2) Maintenance, for three years after approval of a final financial report, of a complete file of all subcontracts and other agreements, licenses, clearances, and other documents related to the work undertaken, copies of which shall be made available to CPB on request.

3) Compliance with equal employment opportunity and nondiscrimination laws and policies.

4) Applicants will be required to provide documentation as to actual costs.

5) All research and materials created, developed, compiled or produced pursuant to or as a result of this project (including but not limited to all reports) will be considered ordered and commissioned by CPB as works made for hire under the copyright laws, and made in the course of services rendered. If, for any reason, the proposed research and materials to be provided are not considered works made for hire under the copyright laws, then Applicant will be required to assign all rights, title and interest in and to such research and materials to CPB. Applicant further agrees that neither it, nor any of its subcontractors, will have any copyrights whatsoever in any research and/or materials created, developed, compiled or produced by them or by any subcontractor, or by any third party participating in the preparation of research or materials for this project.
6) Applicant will be required to represent and warrant that no funds provided by CPB shall be 
(i) used for any activity designed to influence legislation or appropriations pending before the 
United States Congress or any State legislature (26 §U.S.C. 501(c)(3)); or (ii) used to conduct any 
reception or provide any other entertainment for any officer or employee of the Federal 
Government or any state or local government (47 §U.S.C. 396, D(k)(2(A)).

7) Applicant will be required to indemnify and hold CPB harmless from and against all actual or 
alleged claims, damages, liabilities, costs and expenses (including legal fees) arising out of or 
related to (i) any alleged or actual breach of any representation or warranty in the operative 
agreement; (ii) any other default by such applicant of any term or provision of the operative 
agreement; or (iii) applicant’s performance of the project.
Exhibit B

Boston Properties (Landlord) Information – See Following Pages
Objective for Today

After today’s call you will:

✓ Have greater clarification regarding all the information that has been shared over the past several weeks

✓ Ensure you are prepared for the repopulation of your building and are well equipped to answer your staff's questions or concerns

✓ Better understand your role and how we will work together as a team to ensure a smooth repopulation
On Today’s Panel

- Laura McNulty – SVP Property Management
- Caroline Kruger – Regional Property Manager
- Toni Beverly – Senior Property Manager
- Susan Cyran – Senior Property Manager
- Sapna Yathiraj – Marketing Director
- Jeff Garner – VP Engineering
- Bill Atkinson – Regional Engineer
Air & Water Quality

Jeff Garner
Bill Atkinson
HVAC Systems:
ASHRAE Guidance

• Proactively performed inspections and maintenance on all air handling units (AHUs)

• Increased the hours of operation for the HVAC equipment up to two hours before and dependent on tenant demand, two hours after normal lease hours

• HVAC systems increased outside ventilation air

• Optimized restroom exhaust flow

• Replaced all existing air filters with MERV-13 rated filters on all central AHUs that recirculate floor air
Water and Plumbing Systems

Domestic Water Systems
- ASHRAE 188 Water Management Plan
  - Preventive maintenance
  - Periodic 3rd party program verification
- Weekly flushing to avoid the issues associated with stagnant water

Plumbing Traps
- Ensuring all traps remain wet to prevent the escape of sewer gas

Tenant Systems
- Some systems may need service/disinfection/preventative maintenance prior to repopulation
  - E.g., Purified water, ice machines, and serveries
- You should have received via a tenant notice a reminder to coordinate any necessary maintenance with your service provider to have these systems ready for use upon repopulation
Independent third-party consultant UL (formerly HBI) to survey HVAC and water systems for validation of implemented measures

Scope of work will include but is not limited to:

• Visual inspection of sample HVAC system air handling units for ventilation, filtration effectiveness/fit and hygiene

• Spot indoor air quality testing for airborne particles and screening tests for VOCs (volatile organic compounds)

• Measurement of carbon dioxide as an indicator of ventilation effectiveness

• Domestic water quality tests - sampling for bacteria levels, heavy metals and other contaminants of concern will be conducted
Cleaning & Procurement

Toni Beverly
# Cleaning Levels

<table>
<thead>
<tr>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
</tr>
</thead>
</table>
| **Enhanced Routine Cleaning and Disinfection**  
*(Base Cleaning)* | **Non-Routine Advanced Disinfecting**  
*(Additional Cleaning Scope available by request for an additional cost)* | **Non-Routine Infection Control**  
*(Additional cleaning scope for a confirmed COVID-19 case for an additional cost)* |

**LEVEL 1**

Routine cleaning with increased frequency and use of EPA-registered disinfecting cleaners

**LEVEL 2**

Advanced disinfecting in tenant premises performed by on-site janitorial contractor

- Electrostatic sprayer with an EPA registered solution
- Manual disinfecting wipe down of surfaces

**LEVEL 3**

Infection Control

- Electrostatic Sprayer with an EPA-registered solution at a higher concentration performed by on-site janitorial contractor
- Approved third party contractor
### Increased Cleaning and Disinfection Standard Operating Procedures

**Building Common Area**

<table>
<thead>
<tr>
<th>Area</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main Building Lobby &amp; Elevators</strong></td>
<td></td>
</tr>
<tr>
<td>Clean lobby door handles and glass</td>
<td>1x per 2-Hours (7am-5pm)</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean main building lobby elevator buttons (cab interior + buttons)</td>
<td>1x per 2-Hours (7am-5pm)</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean multi-floor call buttons</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean multi-tenant elevator lobbies and interior elevator buttons</td>
<td>7am - 5pm (1x/Hour)</td>
</tr>
<tr>
<td></td>
<td>2x per night</td>
</tr>
<tr>
<td>Clean hand sanitizer dispensers</td>
<td>2x per day (7am-5pm)</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Spot clean all partitions/dispensers and walls</td>
<td>nightly</td>
</tr>
<tr>
<td>Clean restroom door handles, sinks, faucets and counters</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Mirrors/basins/urinals/bowls/flushometers</td>
<td>nightly</td>
</tr>
<tr>
<td><strong>Parking Garage and Other Common Areas</strong></td>
<td></td>
</tr>
<tr>
<td>Clean vestibule handles and glass</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean vestibule elevator buttons</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean hand sanitizer dispensers</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean parking equipment</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
<td>1x per night</td>
</tr>
<tr>
<td>Clean bike room equipment and door handles</td>
<td>nightly</td>
</tr>
<tr>
<td>Clean mailroom door handles</td>
<td>nightly</td>
</tr>
</tbody>
</table>

**Restrooms**

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spot clean all partitions/dispensers and walls</td>
<td>nightly</td>
</tr>
<tr>
<td>Clean restroom door handles, sinks, faucets and counters</td>
<td>2x per day</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>Mirrors/basins/urinals/bowls/flushometers</td>
<td>nightly</td>
</tr>
</tbody>
</table>

All surfaces cleaned with an EPA registered disinfecting cleanser.
Procurement

• Hands Free Soap Dispensers & Toilets/Urinals
  – All Restrooms

• Sneeze Guards
  – Lobbies, Loading Docks, Management Office Reception Areas

• Face Masks
  – Monthly Recurring Order/Deliver
Procurement

• Free Standing Sanitizers and Wipe Dispensers
  – Lobbies, vehicle charging stations, garage, loading docks & bike areas

• Clorox 360 Electrostatic Sprayer
  – On hand if needed

• Continued Procurement Efforts
  – Lobby & stairwell doors
  – Paper towel dispensers

• Kooty Key
The Kooty Key

- Distribution to ALL tenants in DC Region
- Use stylus to press buttons and keypads on elevators, ATMs, credit card machines
- Use hook to open/close doors
- Dishwasher safe (remove badge first!)
Physical Distancing & Signage

Sapna Yathiraj
Signage

- BXP signage is being rolled out across all buildings in the region

- Message placement:
  - Garages
  - Lobbies
  - Loading Docks
  - Elevators
  - Restrooms
  - Water Fountains
  - Fitness Centers
  - Stairwells
  - Mailrooms
  - Rooftop/Outdoor Spaces
  - Bike Storage/Lockers
  - Pay Stations
  - Car Charging Stations

- Key messages include:
  - Maintain 6 feet physical distance
  - Do not enter if experiencing symptoms
  - Wear a face covering
  - Wash hands/sanitize frequently
  - One way traffic
In accordance with guidelines recommended by government and local public health officials, the following safety measures are required within common areas of the building:

Do NOT enter if you feel sick and/or you are experiencing these symptoms:
Chills, Repeated Shaking with Chills, Muscle Pain, Headache, Sore Throat, Fever, Cough and/or Shortness of Breath

Wear a face covering at all times.  Wash hands and/or use hand sanitizer frequently.  Maintain physical distancing (6 ft).

Thank You for Doing Your Part
Signage Examples

Elevator Protocol

Wear a face covering at all times.

Maintain physical distancing while you wait.

4 passengers to an elevator at one time. Please use corners to maintain distance.

Thank You for Doing Your Part

bp Boston Properties
Signage Examples

Fitness Center

Do NOT enter if you feel sick and/or you are experiencing these symptoms:
Chills, Repeated Shaking with Chills, Muscle Pain, Headache, Sore Throat, Fever, Cough and/or Shortness of Breath

Wear a face covering at all times.  Wash hands and/or use hand sanitizer frequently.  Maintain physical distancing at all times.  Wipe down surfaces after use.

Thank You for Doing Your Part

Restrooms

Wear a face covering at all times.  Wash hands and/or use hand sanitizer frequently.  Maintain physical distancing at all times.

Thank You for Doing Your Part

WASH HANDS FOR 20 SECONDS

PHYSICALLY DISTANCE YOURSELF 6 FT

WIPE DOWN SURFACES AFTER USE
Physical Distancing by the Numbers

In addition to the thousands of items procured by Property Management for our buildings, we are providing the following:

- 27,000 Kooty Keys
- 25+ Types of Signage
- 12,000+ Pieces of Signage Deployed
Deployed Signage Examples
Deployed Signage Examples
Health & Safety

Susan Cyran
Toni Beverly
Health & Safety

Personal Welfare/Personal Responsibility

• PPE & Wearing Masks
• Self-Assessment – Temperature & Health Checks
  • Take Temperature Before Leaving Home
• Stay Home if Not Feeling Well
• Be Aware of the Health of Cohabitants and Close Contacts
• Stagger Office Schedules When Possible
• Clean Personal Effects Regularly (Cell Phones, Keys, Etc.)
• Continue to Wash Hands Thoroughly & Often
Health & Safety

In the Event of a Building Evacuation

• Follow Normal Evacuation Procedures
• Continue to Wear Masks
• Modify Post-Evacuation Tenant Meeting Point to Incorporate Physical Distancing When Possible
Interaction with Tenants & Service Provider

• Staff role in enforcing/encouraging people to follow BXP Health & Safety practices
• Schedule non-critical work orders after hours
• Construction & Service Provider COVID Rider
• Continued tenant communications via usage of virtual meetings
• Continued monitoring of CDC Guidelines and modifications to protocol accordingly (and will communicate any changes as quickly as possible)
Areas the PM Team Identified

Recap of Areas the PM Team identified for either signage and/or disinfectant wipes:

- Lobbies
- Elevators – Office Building, Freight & Garage
- Stairwells – Office and Garage
- Bathrooms
- Shared Conference Centers
- Mail Rooms
- Charging Stations
- Exterior Seating Areas/ Rooftop Terraces
- Bike Locker Areas
- Property Management Office
- Fitness Centers
Fitness Centers

- Hours of Operation – Jurisdictional Guidelines
- Fitness Center/Day and Night Cleaning
- PPE
- Signage & Wipes
Fitness Centers

Fitness Area Spacing

• Identified high movement areas (cardio) vs Stationary Weight Areas
• Limited Occupancy: 1 Person/ 200 SF "as a general rule"
• Created 6+ ft. Separation Line Grid areas for individual workouts
• Promoting Reservation System via BXP Service
• Reconfigured Equipment arrangement, allowing for recommended CDC spacing 6+ ft.
• Promoting Outdoor Fitness/Classes (where possible)

Locker Room Spacing

• Close off every other locker stall and rearrange locker room benches, to promote social distancing.

Use of Showers
Fitness Center
Optional Visitor Check-In Process

MESSAGE WILL READ:

Practice physical distancing and follow all signage instructions. Unless assistance is needed, no interaction with building security is required.

Do NOT enter if you feel sick and/or you are experiencing these symptoms: Chills, Repeated Shaking with Chills, Muscle Pain, Headache, Sore Throat, Fever, Cough and/or Shortness of Breath

✓ Advance Notification of Covid Building Guidelines prior to their arrival
✓ Hands Free Visitor Experience
Audley Campbell, your Check-In was Successful
Blue Cross and Blue Shield of Massac (P)

5/5/2020

Floor 28

Please proceed to the elevator bank on your left for your visit.
Optional Visitor Check-In

Check-In Unsuccessful

5/5/2020

*Please proceed to the indicated waiting area and speak with the Security team.*
Q & A

Caroline Kruger
FAQs

Lobbies/Common Areas
• What will be different when we repopulate the building?
• Is everyone entering the building required to wear masks?
• How will BXP “police” tenants & visitors who are not wearing masks or adhering to physical distancing?
• What is BXP requiring of their property staff?
• Will BXP be implementing thermal screening at the buildings?
• Currently, there is a plan to limit occupancy in the elevators to 4. Is BXP considering reducing that number?
• Will I be able to utilize staircases if I don’t want to use the elevators?
• Will BXP provide disinfecting wipes or sanitizer for the shared elevator bank lobbies and restrooms on floors with multiple tenants?

Tenant Space/Interactions
• Will BXP continue inspections of tenant spaces?
• Will BXP keep track of tenants who do not want BXP or others entering their space?
• What if BXP employees are in a tenant space & they are uncomfortable because of a tenant’s lack of masks or physical distancing? How will they respond?
• How will BXP handle contractors and service providers working in the buildings?
• Do I need to continue to notify BXP of Covid confirmed case? Do I need to notify BXP if one of our service providers has a confirmed case?
• What is the process if BXP is notified by a tenant or service provider in a building about a confirmed case?
This Is A Shared Responsibility

Do NOT come to work if you feel sick and/or you are experiencing these symptoms: Chills, Repeated Shaking with Chills, Muscle Pain, Headache, Sore Throat, Fever, Cough and/or Shortness of Breath.

Wear a face covering when in common areas.

Wash hands and/or use hand sanitizer frequently.

Maintain physical distancing (6ft).

Thank YOU for doing your part
Communications

✓ Continued communications will come from your Property Manager as new information or guidelines are provided by CDC or your jurisdiction.

✓ Please let us know if you would like us to resend you a copy of the BXP Health Security Covid–19 Plan (Repopulating the Workplace)

✓ For further clarification, additional questions or ideas, please do not hesitate to reach out to your management team!
Your Health Security is Our Top Priority

To Our Valued Customers:

During the unprecedented global public health and economic crisis resulting from the COVID-19 pandemic, we have been focused on the actions we can take to address the actual and perceived dangers of acute public health events on our business operations. Throughout this challenging time, the health, safety and security of our customers, employees, service providers, partners and communities have remained our highest priority.

In order to create a comprehensive plan for the repopulation of our properties, we convened a Health Security Task Force of operational thought leaders across BXP, as well as expert consultants to evaluate all aspects of our operations through a health security lens. In consultation with industry experts, domestic and international real estate leaders, and various industry groups, the Health Security Task Force has identified key issues and set about implementing appropriate operational measures at our properties that are intended to mitigate the spread of infectious disease.

Our Health Security Plan summarizes the health security approach BXP will take over the weeks and months ahead as we enter the next phase of pandemic response, which epidemiological models suggest could mean dealing with recurrences over an extended period. The duration of this period and magnitude of potential recurrences is contingent upon response factors such as testing, contact tracing, scientific breakthroughs and our adherence to the recommendations of public health authorities. Our plan includes a set of measures across five key focus areas: cleaning and disinfection, air and water quality, physical distancing, screening and personal protective equipment (PPE) and effective health security communication. As the COVID-19 pandemic evolves, so too will aspects of this plan in response to public health authorities, federal, state and local guidelines and scientific research. The execution of this plan will require coordination and cooperation. While we will lead the development and implementation of this plan, health security is a shared responsibility for us all: customers, employees, service providers and partners.

We have been encouraged by the collaborative response to this unprecedented global event and we are eager to join you all in collective action to return to a safe and healthy workplace.

Owen Thomas & Doug Linde
Continuing Adherence to Public Health Guidance

Determining the level of health security measure implementation at an individual property at any point in time will be first guided by public health authorities and federal, state, and local law, guidelines and/or advisories. BXP’s Health Security Task Force, Pandemic Coordination Team leading the implementation efforts, and Senior Management will work to apply criteria to adjust health security measures over time. Since infectious disease pandemic situations are fluid, we must remain responsive and flexible and this plan outlines the framework within which our decisions will be made.

The measures taken by BXP in response to the COVID-19 pandemic are intended to be reasonable responses based on the best information available to BXP. These measures may be changed without notice based on changing information and circumstances. Given the uncertainties regarding the coronavirus and the COVID-19 pandemic, there can be no assurance that these measures will be effective in controlling the spread or limiting the effects of this pandemic. All measures presented in this document will continue to be reviewed on an ongoing basis due to the fluidity of the situation and are subject to change.

Transmission Methods and Recommended Intervention Methods

Since there is currently no vaccine for COVID-19, the best way to prevent illness is to avoid exposure to the virus. It is therefore necessary to consider cleaning and building control strategies in the context of infectious disease transmission and to ground health security in the science. There are three primary modes of infectious disease transmission: direct, indirect and aerosol. BXP’s Health Security Plan has been informed by these transmission methods and recommended intervention methods.

Every time a person breathes, coughs, sneezes, or speaks they emit particles. If an individual has COVID-19, they may emit aerosols that contain the SARS-CoV-2 virus. These particles can then be transmitted to other individuals directly or indirectly. Respiratory droplets are categorized by binary size as either small (less than 5 µm) or large (greater than 5 µm). These droplets behave differently in the air and their size determines the most likely route of exposure to an individual.
**Direct Transmission**
Large virus-laden particles quickly fall out of the air and settle on surfaces close to the source. Physical means of intercepting these large droplets from the noses and mouths of infected people can prevent disease transmission directly. Therefore, the primary means of preventing large droplet transmissions is through the use of masks, covering coughs and sneezes, and maintaining physical distance of six feet between individuals.

**Indirect Transmission**
When large particles and secretions containing viruses land on surfaces, they can contaminate them for a period of time based on the type of surface. These contaminated surfaces are called fomites. People may become infected when they come into contact with fomites and subsequently touch their contaminated hands to their eyes, nose, or mouth. The transmission of disease indirectly requires a chain of events to occur. The SARS-CoV-2 virus must be deposited onto a surface, survive on that surface, be transferred to a susceptible individual’s hands and then to the mucosal membranes of the susceptible individual. Cleaning and hand washing are the most effective ways to break the infection chain.

**Aerosol Transmission**
Small virus-laden particles, also known as aerosols, from the nose and mouth may remain suspended in the air for minutes to hours and travel long distances when wafted on air currents. Control strategies that impact the air can reduce the risk of aerosol transmission. The amount of fresh air provided to a space and airflow patterns are known to impact the concentration and transport of airborne pathogens, respectively. Decreasing or eliminating the recirculation of indoor air may help reduce the amount of infectious aerosols from buildings. Therefore, increasing ventilation rates, enhancing filtration levels in recirculated air, decreasing population density, and the use of face masks can play important roles in reducing aerosol transmission.

<table>
<thead>
<tr>
<th></th>
<th>Face-to-face contact or the ejection of large droplets (&gt;5 µm) from the infected persons through sneezing or coughing directly into the mouth, nose, and/or possibly eyes of the uninfected person</th>
<th>Physical distancing, face masks, face shields</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Direct</strong></td>
<td></td>
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<thead>
<tr>
<th></th>
<th>Contact with surfaces contaminated by infected persons (fomites), with subsequent touching of the mouth, nose and/or possibly eyes of uninfected person. Surfaces may be contaminated from large droplets (&gt;5 µm) or other respiratory secretions.</th>
<th>Hand washing, surface cleaning, gloves, masks, face shields</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indirect</strong></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Release of small droplets (&lt;5µm) that remain suspended in the air for minutes to hours which are wafted on air currents allowing transmission over short and long distances.</th>
<th>Increased ventilation rates, enhancing filtration levels in recirculated air, decreasing population density, physical distancing, use of N95 respirator type masks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aerosol</strong></td>
<td></td>
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</table>
Health Security is a Shared Responsibility

As we repopulate our buildings, we must be diligent about protecting our health, as well as the health of those around us. Everyone in our buildings is expected to adhere to these precautions from the CDC and to do their part in addressing this pandemic. No one intervention alone is sufficient.

| Clean Hands Often | • Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
|                  | • If soap and water are not readily available, use sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. If available, use a hand dryer.
|                  | • Avoid touching your eyes, nose, and mouth with unwashed hands. |

| Maintain Physical Distance | • Avoid close contact with people.
|                           | • Remember that some people without symptoms may be able to spread virus.
|                           | • Keeping distance from others is especially important for people who are at higher risk of getting very sick. |

| Wear a Face Covering | • The Center for Disease Control (CDC) recommends that everyone should wear a cloth face cover over their mouth and nose when they have to go out in public.
|                    | • You could spread COVID-19 to others even if you do not feel sick.
|                    | • The cloth face cover is meant to protect other people in case you are infected.
|                    | • Continue to keep at least 6 feet between yourself and others. The cloth face cover is not a substitute for physical distancing. |

| Cover Coughs and Sneezes | • If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.
|                           | • Throw used tissues in the trash.
|                           | • Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol. |

| Clean and Disinfect | • Clean AND disinfect frequently touched surfaces daily.
|                     | • This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
|                     | • If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
|                     | • Then, use a household disinfectant. Most common EPA-registered household disinfectants will work. |

| If Potentially Exposed, Stay Home and Self-Quarantine | • Take your temperature twice a day and watch for symptoms (fever, cough or shortness of breath).
|                                                        | • Practice physical distancing. Maintain at least 6 feet of distance from others and stay out of crowded places.
|                                                        | • Follow CDC guidance if symptoms develop. Stay home for 14 days and self monitor. |
Repopulating the Workplace: Conceptual Timeline

The Health Security Task Force has been focused on issue identification, standard-setting and the procurement of resources for the implementation of the strategies outlined in this plan. BXP has been working with suppliers to source PPE, hand sanitizer, temporary sneeze guards, screening equipment, signage and other equipment required for the execution of this plan. While some customers may choose to return sooner or delay a full return to the workplace, we have been working towards an initial repopulation date of June 1. That date is subject to change based on regional and health authority guidance and direction from local, state and federal authorities and we expect a more gradual, phased repopulation throughout our portfolio given local conditions and customer preferences.
Need Based Intensity of Health Security Measures

BXP’s plan can and will be implemented based on asset-specific needs. There is no ‘one size fits all’ solution. Measures will be phased-out over time in coordination with health and governmental authorities. The intensity of health security measures will be commensurate with the need for measures given local conditions. Each property will be designated as one of three levels (L1, L2 and L3). The designation will be determined by asset type, location, applicable law, guidance from health authorities and customer needs. In all three levels, cleaning, air quality maintenance and communication are enhanced above pre-pandemic levels.

**Health Security Level 3** is the most extreme level of health security requirements, including additional access control, screening, PPE requirements, non-routine advanced disinfection cleaning protocols, and limitations on high occupant density uses, including food service and fitness centers.

**Health Security Level 2** may be the starting or intermediate level of health security, depending on applicable law and guidance from health authorities and customer needs. It is a step removed from Level 3 where some measures are impractical and/or ruled unnecessary, such as screening and PPE requirements. At this level, most measures summarized in this report remain in-place.

**Health Security Level 1** involves the lowest level of additional measures through the pandemic emergency. It is characterized by increased awareness, enhanced cleaning, air quality monitoring and communication, all in excess of pre-pandemic levels.

Health Security Levels at specific buildings will be communicated in advance of repopulation occurring on or after June 1, 2020. Health Security Levels will be periodically reviewed and measures will be adjusted in response to customer needs, advisories and guidance from public health authorities.

---

**TODAY**

- **Widespread Sheltering-in-Place, Physical Distancing**

**SOON**

- **A health-conscious repopulation of our centers of commerce and civic life. We adopt and honor a social contract of health security, and a renewed appreciation for well-being and connectedness**

**SOON AFTER THAT**

- **Confidence is restored as testing, therapies and/or vaccine treatments become available. Fear and anxiety become vigilance. Shelter-in-place restrictions are lifted.**

**GOING FORWARD**

- **We become more resilient, self-sufficient and prepared for pandemic risk. Physical distancing remains a consideration.**

**Properties Remain Open**

- **Health Security Plan is Implemented Properties Operate at Level 3 or Level 2**

- **Properties Operate at Level 2 or Level 1**

- **Properties Operate at Level 1**
Guidelines for Disclosure of Confirmed Cases

If and when BXP is notified by a tenant or service provider in a building and/or by the local public health department of a confirmed case of COVID-19 of an employee with recent access within the building:

**We will notify all building tenants** and on-site service providers with the information made available to BXP, which may include:

- tenant company or service provider name;
- floors or elevator bank; and
- the last known date the individual was in the building.

However, due to privacy concerns, we are prohibited from releasing any specific personal information regarding the individual, if any such information is provided to us at all.

**We will notify an impacted tenant separately** if we are informed a confirmed case of COVID-19 service provider accessed specific tenant space.

**Enhanced cleaning and disinfection services** will be provided to the common areas, and non-routine cleaning services will be made available to tenant for their premises at their expense, under guidance from public health authorities.

**We do not plan to close the building** unless specifically directed to by the local public health department.
Health Security Plan Components

BXP’s Health Security Plan is divided into five core areas of focus: Cleaning, Air & Water Quality, Physical Distancing, Screening & PPE and Communications. Health security is a shared responsibility. Where appropriate, we have highlighted the need for coordination and cooperation with tenants, visitors, vendors, service providers and our employees. While no one measure is meant to create health security, these are the areas in our sphere of influence, which we believe in aggregate will provide an industry-leading health security outcome that will reduce the risk of disease transmission within our properties.
Cleaning

Standard Operating Procedures (SOPs)

Chemicals & Methods

Non-Routine Deep Cleaning & Infection Control of Contaminated Spaces

Janitorial Training & PPE
Cleaning activities can be divided into “routine” and “non-routine” based on the nature of the transmission threat. Routine cleaning should occur multiple times throughout the day and focus on high-touch areas conducive to contact transmission of COVID-19. Frequently touched, nonporous surfaces present the highest threat since they are more likely to be touched by contaminated hands and SARS-CoV-2 has been shown to survive on non-porous surfaces for hours to days. Porous surfaces, on the other hand, have lower SARS-CoV-2 survival times and do not transfer viruses as readily. In addition, critical touch surfaces, such as door handles have a higher probability of recontamination after disinfection. As such, these types of surfaces require cleaning multiple times per day and a high degree of compliance with hand hygiene. Based on the low evidence for hand hygiene compliance, even in medical areas, periodic re-cleaning throughout the day is essential to minimize contact transmission.

**Increase Routine Cleaning & Disinfection Standard Operating Procedures (SOP)**

- Cleaning SOP has been updated to include more frequent cleaning of building common spaces, lobbies, shared conference rooms and other areas of congregation.
- Additional cleaning services and staffing will be provided as necessary to execute regular cleaning of high-touch surfaces throughout the day.
- In common areas, three levels of cleaning will be performed as necessary: (1) Routine Preventative Deep Cleaning & Disinfection, (2) Non-Routine Advanced Disinfecting, and (3) Non-Routine Infection Control and Treatment of Surfaces in a Contaminated Space. We anticipate continuing to modify cleaning specifications for tenant spaces.
- Enhanced Cleaning SOP has been developed in collaboration with Dr. Joseph Allen and our primary janitorial service providers.

### Cleaning Levels

<table>
<thead>
<tr>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enhanced Routine Cleaning and Disinfection</strong></td>
<td><strong>Non-Routine Advanced Disinfecting</strong></td>
<td><strong>Non-Routine Infection Control</strong></td>
</tr>
<tr>
<td>Routine cleaning with increased frequency and upgraded EPA-registered disinfectants</td>
<td>Application of EPA-registered disinfectant to all surfaces up to 8’ above finished floor</td>
<td>Use of electrostatic technology and fogging with EPA-registered disinfectant to treat entire area and secondary application to high touch areas</td>
</tr>
</tbody>
</table>
Use Only Approved Chemicals & Approved Cleaning Methods for Both Routine & Non-Routine Cleaning

- All chemicals must be registered with EPA COVID-19 disinfectants and/or city and state registries.

Non-Routine Elective Advanced Disinfecting & Infection Control of Contaminated Common/Customer Spaces

- Establish clear lines of communication on cleaning needs, including elective deep cleaning and disinfection.
- Enable deep cleaning and disinfection, fogging and/or electrostatic cleaning on an as-needed basis.
- Promptly address non-routine cleaning needs and develop non-routine cleaning supply chains and services.

Janitorial Training & PPE

- We are working with janitorial service providers to assess the need for additional pandemic-response and general training programs, including:
  - Regulatory: Global Harmonization Standard: How to read SDS sheets, labeling of bottles, HMIS codes
  - Blood-Bourne Pathogens and how-to pick-up blood
  - Regulatory: Sexual Harassment Training for Managers and Employees
  - Sharps Disposal: Proper procedures for disposal of sharps and needles
  - Chemical Safety: Protective devices, mixing
  - Dilution control: Prepare cleaning products for use
  - Restroom/Shower Room Cleaning: Proper procedures, Hands-On cleaning, product usage, odor control
  - Carpet Care
  - Trash and Recycle: Processing and removal
  - Fall Protection including ladder and scaffolding safety – site specific
  - Electrical Safety
  - Routine Cleaning of Environment – Site Specific
  - Personal Protective Equipment (PPE)
- New training deployed guidance on proper hand washing and how to use PPE – gloves, face coverings, physical distancing in accordance with CDC guidelines.
- Deployment in English and Spanish:
  - Email Blast
  - Manager Distribution
  - Onsite Signage
  - Rollout on Training Platforms
Air & Water Quality

Ventilation & Air Changes

Filtration Level & Maintenance

Repopulation Operating Procedures for Air & Water Systems

Advanced Treatment Technologies

Air & Water Quality Testing
Small particles, also known as aerosols, from the nose and mouth may remain suspended in the air for minutes to hours and may travel long distances. Control strategies that impact the air can reduce the risk of aerosol transmission. The amount of fresh air provided to a space and airflow patterns are known to impact the concentration and transport of airborne pathogens, respectively. Decreasing or eliminating the recirculation of indoor air may help reduce the amount of infectious aerosols from buildings.

**Increase Ventilation Rates & Air Changes, Reduce Air Recirculation**

- Maximize delivery of fresh air 48 hours pre-repopulation.
- Increase outside air delivery during regularly occupied hours.
- Disable demand response ventilation controls and reduce return air mixing.
- Operate in economizer mode and maximize use of heat recovery systems.
- Maintain higher humidity of 40-60% RH where feasible.

**Provide Indoor Air Quality that has been Filtered to Remove Particles**

- Replace filters at air handling equipment, pre-repopulation
- Upgrade filtration level to minimum MERV-13
- Increase frequency of filter changes

**Explore & Pilot Commercial HVAC Technologies**

- Establish a working group of BXP’s Sustainability Committee dedicated to researching the efficacy and feasibility of implementing health security emerging technologies, including:
  - ultraviolet C (UVC) germicidal lighting;
  - ionizing air treatment systems;
  - supplemental portable HEPA air purification devices; and
  - anti-viral treatments, coating and materials.

**Purge Systems & Test Water Quality**

- Prevent abnormal biological growth in standing water by periodically opening faucets and flushing valves and other water lines and equipment to purge water from distribution systems and equipment.
- Conduct water sampling, checking residual chlorine and pH.

**Conduct Indoor Air Quality Testing**

- Schedule and execute air testing for the repopulation period.
Building Repopulation Engineering Checklist

HVAC: INCREASED VENTILATION
☐ Operate all HVAC units at maximum ventilation rates (up to 100% OA) for 48 hours prior to repopulation.
☐ Maximize OA ventilation rates based on air distribution system type and configuration.
☐ Disable demand control ventilation (as needed).

HVAC: FILTRATION
☐ Replace pre-filters and final filters in base-building air distribution equipment.
☐ Verify filters in operating central equipment are MERV-13 (minimum).
☐ Confirm on-hand filter inventory for future filter changes.

HYDRONIC & DOMESTIC WATER SYSTEMS
☐ Flush unused domestic water fixtures on a weekly basis prior to repopulation.
☐ Verify domestic hot water set point.
☐ Ensure all plumbing traps remain wet.

INDEPENDENT TESTING
☐ Post-Occupancy independent third party IAQ/water consultant to provide periodic testing and validation/verification of implemented procedures and protocols.

BUILDING CONTROLS
☐ Where possible, operate central air distribution systems to achieve overall positive pressure relative to outside environment.
☐ Where possible, pressurize lobbies relative to outside environment
☐ Validate building automation system operating schedules and set points.
☐ Ensure exhaust fans/systems are properly scheduled and can be controlled via the building automation system.
☐ Operate toilet exhaust systems continuously (24/7).
☐ Verify operational schedule of garage exhaust fans.
☐ Where possible, operate central air distribution systems to maintain RH between 40-60%.

BXP AND CONTRACTOR WORKER SAFETY/PPE PROTOCOLS
☐ Continue to follow CDC guidelines and recommendations.
☐ Continue increased cleaning of high-touch objects and surfaces in shared spaces/break areas (workstations, keyboards, phones, radios, tables, fridge, etc.).
☐ Identify special tenant space entry protocols and verify appropriate PPE is available for employee/technician use.
☐ Ensure proper PPE is worn for filter changes and all other maintenance activities where potential exposure exists.
☐ Dispose or reuse PPE in accordance with established OSHA and internal protocols.
Physical Distancing

Occupant Density Control

Access & Elevators

Temporary Acrylic Barrier, Sneeze Guards and/or Splash Shields

Shared Conference Rooms, Amenity Spaces & Food Service

Event & Visitors

Interior Construction Activity
We expect physical distancing requirements to be an ongoing response to the pandemic until a vaccine or treatment is widely available. These measures offer the best illustration of shared responsibility and we look forward to working with you to implement the measures below, which may be applicable to your operations.

**Stagger Start Times & Shift Schedules to Reduce Occupant Density & Congestion during Peak Periods**

- Facilitate starting time adjustments and provide flexible shifts to support gradual repopulation of staff as necessary during the initial repopulation period.
- BXP and customers to coordinate starting time adjustments and provide flexible shifts (e.g. A/B teams) to support gradual repopulation.
- Encourage remote working and virtual meetings throughout the repopulation period.
- BXP to extend operating hours and will work with tenants on a case-by-case basis on overtime HVAC to accommodate the staggering of start times and flexible work shifts. Modified operating hours: 6 AM - 8 PM, M-F.

**Maintain a Zero-Tolerance Policy to Keep Sick & Symptomatic People Home**

- Require sick employees to stay home and enforce this policy consistently.
- Those with confirmed COVID-19 exposure should self-quarantine for 14 days per CDC guidance.
- Post signage and issue communications with the zero tolerance message.

**Implement Physical Distancing**

- Reconfigure seating arrangements and remove seating to allow at least 6 feet of physical distancing.
- Provide stanchions and queuing areas to facilitate and allow distancing.
- Consider all travel pathways and create one-directional travel where possible (e.g. counter-clockwise).
- Discourage in-person meetings and visitors.
- Temporarily close common area amenities, including common conference rooms, fitness centers, food service amenities and other areas of congregation during the initial repopulation period (in Level 3 buildings).

**Enable Hands-Free, Touchless Operations Wherever Possible**

- Make efforts to eliminate and/or improve processes that require manual operation.
- More frequently disinfect high touch surfaces in key spaces: lobby entries, turnstiles, elevators, stairwells, loading docks, garages and tenant space entrances.
- Work with customers and service providers to implement hands-free technologies and processes.
Manage Physical Distancing at Elevators & Escalators

- Provide queue management and instructional signage displaying healthy elevator use protocols including passenger limits and safe distances in elevator cab, including a recommended limit of up to four (4) maximum per cab (standing in corners) that are equipped with a face covering. As many as six (6) passengers will be allowed in freight elevators.
- Provide attendants and/or additional security to manage flow and discourage overcrowding of elevator cabs.
- Signage inside elevator cabs and floor stickers to establish distancing zones and describe where and how to stand.
- Review of elevator cleaning processes, and update SOP as needed to ensure on-going cleaning of high-touch surfaces like elevator panels and buttons.
- Add signage at escalators directing passengers where to stand and not to pass.
- Encourage use of stairs and limit floor-to-floor elevator trips where possible.

Portable Temporary Shields & Sneeze Guards

- BXP will install temporary shields and sneeze guards to protect front-line building staff. Temporary guards will be installed at security desks, lobby desks, loading dock security, management office front desks, food service counters and other workstations, kiosks and/or customer-facing stations.

Provide Clear Signage & Set Clear Expectations

- Provide clear signage at access points (lobbies, loading docks, garages and other portals) that direct safe behavior and physical distancing.
- Provide pre-repopulation materials to customers to include one-sheet of new physical distancing policies and procedures to maximize employee education.
- Signage will typically include: health safety reminders, floor decals, elevator occupant limits, security desk health security information, status of amenities and limits on occupancy and hours of operations where appropriate.

Limit and/or Restrict Spaces & Activities

- Limitations will be largely dependent on time and Health Security Level, as well as local restrictions on social distance and public gatherings. At the highest Level 3, there will be restricted access to shared conference rooms, fitness centers, food service and other areas of congregation to allow at least 6 feet of distance between occupants and comply with limitations on public gatherings.
- Limit in-person meetings, visitors and events.
- Limitations will be relaxed over time, in accordance with guidance from public health authorities and local officials.
Food Service (provided as an amenity in the building)

- Add acrylic dividers between service provider and users.
- Offer pre-packaged foods only.
- Reduce self-service access to foods.
- Clearly post signage in queuing areas.
- Remove or rearrange furniture to promote physical distancing.

Fitness Centers (provided as an amenity in the building)

- Temporarily close fitness facilities during initial repopulation period of buildings with a ‘Level 3’ rating.
- Rearrange equipment to achieve physical distancing.
- Require the use of face masks in fitness facilities once reopened.

Shipping/Receiving & Mailroom Procedures

- Review process of receiving and sending inbound and outbound deliveries. Arrange deliveries to minimize contact with the larger building population.
- Require personnel handling mail and parcels to wear appropriate PPE to receive parcels, mail and other deliveries.
- Install signage detailing occupancy limits and required PPE.

Update Service & Construction Agreements

- Include COVID-19 riders and amendments in service agreements and construction contracts.
Screening & PPE

Personal Protective Equipment (PPE)

Health Screening

Hand Sanitizer
Health security in common areas will involve proper use of PPE, hand hygiene and protection of front-line building staff. We are continuing to evaluate the efficacy of temperature screening and expect more customer engagement on this subject in the days and weeks ahead.

Require Recommended Personal Protective Equipment (PPE)

- PPE standards will be adjusted in accordance with guidance from public health authorities. Individuals will be required to wear face coverings in compliance with local regulations, guidelines and/or advisories when accessing common areas within each property.
- During the initial repopulation period, we anticipate that face coverings will be required in high density areas and/or anytime distancing of at least 6 feet cannot be maintained, including building lobbies, elevators, shared restrooms and other spaces. Individuals without face coverings will not be permitted if face coverings are required.
- All individuals are expected to furnish their own PPE, including face coverings.
- BXP employees will be provided with masks and instructions on expected usage. BXP will not be providing masks to other individuals.
- BXP will require appropriate PPE be utilized by all vendors and service providers working within our properties.
- Where we operate garages, PPE requirements will apply, particularly at elevators.
- Valet parking will be suspended during the initial repopulation period. When valet parking resumes, service providers will be required to wear appropriate PPE, including gloves, and will use hand sanitizer before and after vehicle operation.

Implement Health Screening in Accordance with Guidance from Public Health Authorities, Local Officials & the Needs of Our Customers

- Prior to coming to the workplace, all individuals should be encouraged to self-monitor and identify symptoms and to act on those symptoms per CDC, state and local guidance.
- Where additional screening is planned by our customers, we will provide support as to implement the screening activities of our customers where feasible.
- We continue to explore the possibility of implementing temperature screening on a limited basis. While we advance logistics planning for temperature screening, we are closely watching how this practice is implemented in the US.

Hand Sanitizer

- At some common area locations, BXP will provide, and customers should use, hand sanitizer dispensers with sanitizer containing at least 60% alcohol.
- Subject to availability, BXP will provide pump bottles, dispensers and/or disinfectant wipes at security, reception, and management offices. Sanitizer stations will be located outside lobby door entrances and common area elevator lobbies. Customers are encouraged to provide hand sanitizer within their space, including individual desktop bottles.
- Hand sanitizer is not required in bathrooms, effective handwashing with hands-free soap is recommended.
Communications

Communication Channels & Messaging
Pre-repopulation

On-Premise Signage Standards

Ongoing Communication

Customer Request Transparency & Proactive Engagement

Public Statements
As Health Security policies and procedures are developed and implemented, clear communication will be essential to ensure an efficient repopulation. Signage standards and pre-repopulation communication materials, as well as ongoing communications, will be key to establishing the shared responsibility and behavior changes necessary to ensure a healthy and productive workplace for all.

**Establish Open, Clear & Consistent Lines of Communication**

- Provide timely COVID-related notifications and information as applicable to customers, visitors, employees and service providers.
- Centralize the collection and cataloging of COVID-related requests by building to make sure we are adequately considering and addressing the concerns of our customers.

**Create & Implement Signage to Promote Safe Behavior & Physical Distancing**

- Provide clear signage at access points (lobbies, loading docks, garages and other portals) that direct safe behavior and physical distancing.
- Signage includes: health safety reminders, floor decals, elevator occupant limits, security desk health security information, status of amenities and limits on occupancy and hours of operations where appropriate.
- Provide pre-repopulation materials to customers to include one-sheet of new physical distancing policies and procedures to maximize employee education.
- Develop signage standards and post recommended and/or required signage from health authorities and local government. Update signage as necessary.
- Promptly support the reasonable signage needs and requests of customers.
- Disclose health security measures to stakeholders: tenant business contacts, service provider contacts and visitors. Prioritize hands-free message distribution, including social media, email newsletters and Captivate.

**Facilitate Timely, Clear Communication & Public Statements**

- Establish process to provide clear and timely communications of ongoing policies and changes within building guidelines to facilitate customer’s communications to all employees.
- Continue to communicate confirmed COVID-19 cases per the guidelines set by this plan.
- Provide materials to support health security operations within each property.
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- Danny Murtagh  
  VP, Engineering
- Mike Fitzgerald  
  VP, Engineering
- Matt Sexton  
  Chief Engineer
- Jeff Garner  
  VP Engineering
- Bill Atkinson  
  Regional Engineer
- Tom Hill  
  SVP, Property Management

## Legal
- Frank Burt  
  SVP, Chief Legal Officer and Secretary
- Madeleine Timin  
  SVP, Regional General Counsel