



Banner Property Management, LLC

March 13, 2020

**21-day Strategy:** Coronavirus response (COVID 19)

---

Banner Property Management, LLC (“Banner”) is committed to ensuring a safe, healthy environment for all its employees, residents, investors and visitors. To support public health officials in preventing the spread of any communicable/contagious disease, Banner will alter operating procedures to help prevent and respond to the Coronavirus Disease Covid-19.

*Official names have been announced for the virus responsible for COVID-19 (previously known as “2019 novel coronavirus”) and the disease it causes. The official names are:*

***Disease: coronavirus disease (COVID-19)***

***Virus: severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)***

Banner has partnered with SHRM, NAA, NMHC, CDC, HUD, peer companies, and outside counsel to develop the following best practices and business practice changes for the next 21 days (to be re-evaluated on a routine basis as the situation warrants).

**Symptoms: If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.**

**Symptoms include: Fever, cough, shortness of breath.**

Please be alert to updates and notifications from your local sources and first responders; please share relevant information with your supervisor.

Some measures may seem drastic; this situation is very fluid. These changes are for the next three weeks and will be evaluated as needed.

The basics are first; **additional resources follow.**

***Please notify supervisor and HR if there is a confirmed infected employee and/or resident. Please remain diligent with communication. In addition, notify supervisor and HR if there is reason to believe someone (or you) may have been exposed to COVID-19.***

**REMINDER:** Informational messages have been going out over the past few weeks; all should have been shared. If you would like a digest of those, please request from RM or Steve Matre.

**If a resident calls and wants to report on a suspected case (neighboring resident):**

Response: “We do not currently have information on this particular resident or any other resident as it relates to the Coronavirus. Our role is to ensure a well-maintained building. If a team member becomes aware of a resident with a confirmed case of COVID-19, we will take the appropriate measures.”

Please report and summarize to Regional Manager.

**If a resident calls to inform you they are quarantined:**

Property Manager drives the conversation.

- Inquire if they are self-quarantined or is this a directive from a health care professional?
- How long are they quarantined for?

Please report and summarize to Regional Manager.

**CONFIRMED CASES:**

A notice to the community should not go out if someone is self-quarantined.

If a resident/employee does contact health care provider and a case is confirmed, the community will have to be notified (duty similar to a crime notification).

Be very mindful of privacy laws; you may not disclose the identity of the resident.

We are preparing this notice now; please contact Steve Matre (and keep Regional Manager informed) for the notice.

OF NOTE: It is the responsibility of the health care provider, not the patient, to report cases of disease to health departments and Centers for Disease Control (courtesy of National Institutes of Health).

Please let management team know if an assist is needed to identify the appropriate public health authority; e.g. Illinois Department of Public Health (or comparable agency in your area).

It is best that public health agencies be informed; please encourage the resident to make a report if they feel that their health care provider has not done a report.

## **TEMPORARY REVISIONS TO OPERATING POLICIES:**

### **Privacy**

Do not proactively ask residents and prospects if they have been sick or about recent travel. In lieu of this, we will implement the procedures outlined below.

### **Recruiting / Hiring**

Should not stop; please try to have 1<sup>st</sup> and 2<sup>nd</sup> interviews done virtually; use Google hangouts, Skype, Face Time or something similar. If you are sure that the candidate is a solid choice, conduct final interview in person.

### **Non-essential Maintenance**

Our team members will defer non-essential maintenance. This would include minor cosmetic service items. Please ensure that you have a customer-friendly script for the phone, letting residents know that minor maintenance items will not be done for approximately 3 – 4 weeks.

This is for safety of all parties involved and for social distancing.

Other items that should cease include pre-renewal inspections, preventative maintenance (inside occupied apartments), and unit safety inspections done in bulk.

Items on the emergency maintenance lists will be done.

If an emergency maintenance item needs to be done in an “infected” apartment and it cannot wait for a restoration company, the service should be done but the confirmed infected resident should be required to be in another room/area while our team members are performing the service (at least 3 – 6 feet away). *In addition, special attention should be given to hand washing and surface cleaning if emergency maintenance is done in an “infected” apartment. Maintenance associates are encouraged to shower and/or wash hands well (at a minimum) in the model; and perhaps change clothes immediately.*

### **Common areas and public spaces**

At this time, your common spaces should not be open to residents and the public. These include coffee bars and other hospitality, kitchens, spas, fitness centers, party rooms, and additional spaces that may be at your communities. No open public snacks, pastries, etc. should be out.

Exceptions (keep open) to include: pet parks/dog runs, bike rooms, and stand-alone package centers, e.g. parcel pending.

**All resident events should be cancelled for March and April.** No group gatherings at this time.

## Flexible Work Arrangements

Closures (schools, day cares, etc.): we realize that many of our team members have family responsibilities that involve caring for children, parents, etc. Please do not assume that your job is in jeopardy to fulfill these responsibilities.

If schools, etc. are closed, please communicate with your supervisor immediately so we can properly manage staffing needs. If property needs are met, there may be a way to perform part of your job duties from home for at least a portion of the week. We have to plan together.

Please be present to work if you have a live-in partner or co-parent who can share these responsibilities with you, if at all possible.

## Conducting Business

Our apartment communities remain open for business, hours have not changed. We would, however, like to do our best to practice responsible social distancing and best practices to avoid contracting the virus.

Each apartment community will remain open but will post signs on the door to reiterate that these provisions to provide social distancing are due to the on-going public health crisis. Prospect traffic may decrease at this time. We are trying to provide good service but minimize face to face interactions.

**Please contact Lindsey Colby for sample notices; these were being drafted Friday, March 13, to include basics for prevention, notification about amenity area closures, and request to conduct all business by electronic means, etc. All notices should be distributed and/or e-blasted by end of day on Monday, March 16.**

Over the next 30 days, residents should be encouraged to complete as many transactions as possible electronically, including rent payments, service requests, and all basic inquiries to the offices.

We will not accept packages in the leasing offices; please have drivers deliver to apartment home and, similar to single-family homes, leave outside the door if the resident is not home (unless resident tells them otherwise).

**Leasing:** We will not take walk-in traffic at this time.

Leasing interaction should be by phone and e-mail inquiries only with tours done in virtual environment.

If your community has an easily accessible model and face to face interaction can be very minimal, tours can be scheduled at Manager discretion:

Accompany prospect to the model, but simply let them in and allow them to self-tour. Avoid lengthy closing, etc. Schedule a follow-up phone conversation to answer any questions and provide good service. Even though it may seem awkward, practice social distancing and try to remain at least 3 feet away. ***\*Remember to wipe off keys and wash hands immediately\****

Face to face interaction at the tour will be limited, to include a short introduction (no handshake).

Please advise residents and prospects that you are not being rude by not shaking hands.

**Maintenance:** please encourage submission of service requests over the phone and through the portal.

## **Prospects Exhibiting Symptoms**

If a prospect is exhibiting symptoms of COVID-19, please follow procedures that you would follow to quickly end a tour when a prospect is making you feel unsafe or uncomfortable. Follow the same documentation procedures.

## **Meetings**

Please do not have outside parties into the offices for meetings during this time. This would include group trainings; no group gatherings should be held. New employees and new initiatives to be trained via webinar.

**Maintenance Associates should be wearing disposable latex gloves** when performing service in an occupied apartment home. ALWAYS wash hands well after completing any service. Vendors should follow the same protocol.

\*If you have a chronic medical condition, allergy, etc., please talk to maintenance supervisor about working in vacant units only if you feel you are at increased risk.

The CDC does **not** recommend the use of masks in non-health-care settings.

## **Supply Chain Interruptions**

If there is an alert that you will not be able to purchase or obtain certain supplies, make sure to communicate thoroughly and often. Consider placing supply orders well in advance of running low.

## **Staff Shortages at Partner Companies**

Our supplier partners may experience staff shortages; plan for this. Consider placing supply orders well in advance of running low.

## **Communication**

Each department and/or location is responsible to develop a communication plan for the purpose of notifying their employees when the office is closed. Eliminate barriers to communication by ensuring all team members have exchanged cell numbers, etc.

Please monitor e-mail boxes frequently; e-mail is the most effective way to disseminate information quickly. There may be company webinars as well.

Corporate or property offices will be closed when an order or recommendation by public health officials has been made or company leadership has determined it is necessary.

## **Prevention**

Per previous communications, please continue to adhere to CDC Guidelines about prevention of COVID-19. These include:

- Wash hands often with soap and water for a minimum of 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue away.
- Frequently clean and disinfect touched objects and surfaces -- and please clean your phones/devices (they QUICKLY collect germs).

**Heightened cleaning procedures** should be in effect:

MANAGERS remind associates to wipe desks, phones, and computers daily.

Cleaning & disinfecting protocol: It is important to keep common work surfaces and areas clean. Please use sanitizing wipes, soap & water, a bleach & water solution or other products (EPA-approved) to wipe down work surfaces, such as phones, chair arms, desks, computer keyboards, door handles, doorknobs, etc. before use. Always follow the directions on any product labels.

If you are a one-person office or have limited assistance, please get approval for a one-day cleaning service to address if necessary.

It is important to take some time to do an assessment of areas that, at this time, need more attention. Any surfaces in common areas that are touched frequently should be wiped down and cleaned daily at least.

### **Gathering in Groups**

For the time being, avoid gathering in close groups. Conduct a weekly huddle but try to remain at least 3 feet apart.

### **Leave Policies:**

Banner has PTO policies that include Vacation, Sick, and Float. At this time, the Company will address leave requests on a case-by-case basis. We will comply with any leaves required by law.

Stay home: when you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. \*and please consider recent travel and possible exposure; have a strategy and over communicate.

**The CDC recommends that you phone a health care provider first; do not overwhelm the health care system.**

Remember: keeping your distance from others may protect them from getting sick. Common symptoms (please note that not all symptoms need to be present) of the flu include:

- Fever (usually high)
- Chills
- Shortness of breath
- Headache
- Extreme tiredness
- Cough

- Sore throat
- Runny or stuffy nose
- Muscle aches
- Nausea, vomiting and diarrhea

**Most guidance says that, if you have reason to believe you have the virus or have been exposed, you should remain isolated until 14 days after the first exposure. All cases will be different. If you've seen a health care provider and have an out-of-work note or a return-to-work note, please provide (e-mail/scan) to your supervisor and to HR so that return to work dates can be managed and monitored for business continuity.**

Other employment-law related issues are beyond scope of this document. Please contact Steve Matre or Christina Chieffo with any additional questions.

Employees who for reasons other than those described above, do not want to report to work, should contact their supervisor.

The Dept. of Labor has confirmed current law: non-exempt employees only have to be paid for hours worked, exempt employees must be paid full salary if you work at any time during the workweek.

Non-exempt employees who are authorized to work at home must be trained to properly track their time so that all earned wages are paid by the company.

### **Conferences, etc.**

Conferences, classes, etc. typically involve large groups of people. Currently, we ask that you not attend conferences, classes, group meetings, etc., with more than 5 people present unless absolutely necessary. If you are in a group setting, try to be in a large room and stay at least 3 feet apart.

### **Non-essential Travel**

Please avoid any non-essential travel. Some of our employees must travel to complete their job duties. Please discuss with your supervisor. Consider if the business purpose can be delayed to a later date or done remotely. Please cancel conferences over the next 60 days.

### **Banner's Employee Assistance Program**

Banner offers an Employee Assistance Program, available by calling EAPBusiness Class Anytime at (877) 595-5281; no group number. Call in and let them know "I am an employee of Banner Property Management." The EAP offers a variety of services, including mental health services. Please reach out if there is a need.

### **As we move forward:**

Consider responses on: discounts since the amenities are closed (covered by lease)

Evictions: we've received several notices about this; since many states have now declared "states of emergency," most crowd sizes are limited as are close gatherings so, by default, many courts are closing; this will delay evictions. In addition, you may have residents who, depending on their industry and employment, may be faced with furlough or layoff. At this

time, we are not doing rent forgiveness; but this strategy may change. Please continue to comply with lease provisions, but be communicative with residents and do not overpromise.

THANK YOU so much; let's keep energy positive together!