

5/28/20

Dear Tenant,

Although City Center's buildings have remained open during the pandemic, we realize many employees in your organization will soon return to work for the first time in weeks.

Below are the building policies we have implemented over the past two months in accordance with CDC guidelines, Pennsylvania Governor Wolf's orders and industry best practices. These policies will remain in place until further notice. We will continue to monitor the situation in every phase and add or eliminate policies as needed.

Thank you for your continued partnership and please be in touch with any questions.

POLICIES & PROCEDURES

- Buildings have separate lanes for entrance and exit.
- All tenants and visitors are required to wear face coverings/masks in the common areas of our buildings. Although tenant employers are ultimately responsible for providing masks to their employees, you may contact your property management liaison if you need help procuring the proper equipment.
- Security does not give access cards to visitors without a mask.
- Ample building signage and markers remind tenants of CDC best practices, including social-distancing guidelines.
- Elevator restrictions are encouraged, limiting occupancy to four people at a time, where possible.
- Tenants are permitted to prop open their suite doors during business hours for fewer touchpoints.
- In lobby areas we have:
 - Reconfigured the furniture layout to adhere to the CDC's 6-feet-apart guidelines
 - Increased cleaning and disinfection
- Upon learning of a confirmed COVID-19 case in a building, City Center will continue to follow CDC guidelines and Gov. Wolf's orders by: informing that building's tenant employers of the case, closing off and ventilating areas visited by that individual, waiting a minimum of 24 hours, or as long as practical, before beginning cleaning, and cleaning and disinfecting all common spaces.

CLEANING

Our essential teams have remained onsite performing daily maintenance and increased cleanings including, in some cases, in tenant spaces. We will continue to:

- Strictly adhere to cleaning guidelines issued by the CDC.
- Use cleaning products that are, and have always been, hospital-level disinfectants.

- Perform enhanced cleaning in common areas (e.g., bathrooms, elevators) and high-touch areas (e.g., doorknobs, railings)
- Make hand sanitizer available in building common areas.

BUILDING SYSTEMS

- In the majority of our buildings, City Center is upgrading the HVAC systems with a MERV-13 air filter, capable of trapping air particulates, including bacteria and viruses down to 0.3–1.0-micron particle size. Additional in-office air-filter service is available upon request.
- Each building's fresh-air intake has been increased, as indoor and outdoor conditions permit, in accordance with ASHRAE and CDC guidelines. Our systems are, and always have, run 24 hours per day.
- Security is sanitizing access badges after each use.

TENANT FAQ

Building Entry & Exit

1. Will City Center limit building visitors?

We will limit our own vendor visits. We will not limit building visitors, but we encourage tenants to be mindful and limit visitors to only those deemed necessary.

2. Will everyone in the building be required to wear masks? If so, can City Center supply them if a tenant employee comes in without one?

Yes, in accordance with state mandates, everyone in the building will be required to wear a mask. City Center will have limited supply of extra PPE to provide to tenant employees, as needed and available. If you have an issue procuring the proper PPE, please contact your property management liaison and we will be happy to assist.

3. How will City Center enforce social distancing in the building lobbies?

We installed ample building signage and markers reminding tenants of CDC best practices, including social-distancing guidelines. In buildings with security personnel, staff will also offer verbal reminders.

4. How is City Center mandating social distancing in elevators?

We are encouraging elevator restrictions, limiting occupancy to four people at a time. We will have signage at all elevators.

5. Can I use the stairs?

We encourage tenants to use the stairs. Where buildings allow, stairwells will be designated to control the flow of traffic. Stairwells are being cleaned and disinfected regularly.

Cleaning & Sanitizing

1. **In addition to the increased frequency of cleaning and disinfecting high-use common areas, what additional deeper cleaning/sanitizing services are included or available to us?**

Regular touchpoint cleaning in tenant suites can be arranged directly by tenants (at their cost) through our janitorial vendor. Full disinfecting is available from a City Center vendor, or you are welcome to bring in a vendor of your choice, as long as they carry the insurance required to operate in a City Center property.

2. **Will motion-censored hand sanitizer be available throughout my building?**

Hand sanitizer will be available in building common-area entrances and elevator lobbies. We are in the process of making sure it is all motion-censored.

3. **Have you hired more janitorial and building staff to meet the increased demand for cleaning?**

We have increased our janitorial scope, and our teams are strictly adhering to cleaning guidelines issued by the CDC.

Tenant Spaces & Common Areas

1. **Does City Center have plans for staggered work hours/days or entry/exit timeframes to limit building occupancy?**

City Center will not enforce staggered work hours/days or entry/exit timeframes for our tenants.

2. **Are our employees required to wear a mask inside our suite?**

Within your suite, you are responsible for outlining and enforcing your own guidelines on social distancing, use of PPE, work hours, illness monitoring/temperature taking and other health and safety procedures. We encourage you to adhere to the guidelines outlined by the CDC, which can be found [here](#).

3. **Can we rearrange our cubicles to adhere to social-distancing guidelines?**

Yes, you can rearrange your space.

Confirmed Cases

1. **If someone at my company tests positive for COVID-19, do I have to notify my City Center Property Management liaison?**

Yes. It is critical that tenants understand their responsibility to monitor and report confirmed or suspected illnesses of employees and visitors in their space.