

March 12, 2020

All Boyd Wilson Employees:

In keeping with Boyd Wilson's mission and our company value of safety, we are developing a comprehensive response plan to address the recent spread of the coronavirus (COVID-19) to the U.S. Our plan objectives are to: 1) protect the safety of our residents and employees by mitigating risks that might spread the virus; and 2) ensure business continuity for our resident and our employees.

- **Corporate and Rental Office Personnel** should limit their contact with prospects and residents. Direct prospects to use the BW website to view floor plans and leasing information. *There will be language on the Website to support this.*
- Utilize email for marketing packets and move-in documents. Have a supply of lockboxes for residents moving in to retrieve keys to apartments/townhomes.
- Make sure that you have updated email addresses for all residents. Utilize email for late notices, renewal notices, and general communication. If the resident doesn't have email and a phone call is necessary, please detail the conversation in AMSI in the Memo area.
- Encourage residents to setup ACH and on-line portal for rent payments.
- Sanitize office common areas/bathroom/handles and stair rails and frequently touched surfaces continually.
- Disinfect cell phones and office phones with alcohol wipes intermittently throughout the day.
- Increase hand washing efforts.
- If you become aware of the resident with a confirmed case of COVID-19, contact the local health department. Questions from residents or the media should also be directed to the local health department or CDC resources.

**In the event that it is necessary to close the leasing offices:**

- Know how to forward the office phone to your cell phone to respond to phone calls.
- Take home laptops nightly if you have access to one.
- AMSI can be accessed from any web browser. Make sure you know how to log-on.
- Know how to access shared drives from home.
- Should you or someone in your household become infected with COVID-19, please self-quarantine. Alert your supervisor. If you think that you have been exposed or if you have any symptoms, please do not come into work until you have consulted a physician.

**Please let us know if you are in that situation. Per CDC guidelines, you should self-isolate at home for 14 days or until you have been tested for the coronavirus, received a negative result and been cleared to return to work. Boyd Wilson will continue to pay you your regular weekly wages for this 14-day period without you having to utilize PTO.**

**In the event that you have dependents whose school closes and you need to be at home, please communicate with your team members.**

**Maintenance operations: A letter will be sent to all residents alerting them to minimize work orders to emergencies and what constitutes an emergency.**

- Wear gloves, safety glasses when entering an occupied unit. Avoid shaking hands with residents. Wipe down tools with disinfectant. Discard disposable gloves in trash receptacles.
- Wash hands after all service calls (even if you wore gloves). Wipe safety glasses with disinfectant wipes.
- Wipe down steering wheels and hard surfaces in work vehicles.
- Launder uniforms nightly. Keep work boots in garage or just inside the front door.
- Keep trucks well stocked in case of workshop shut-down.