bxp | Boston Properties

BXP Health Security Plan
Repopulating the Workplace

Version 1
May 1, 2020

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

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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.

We have partnered with 9 Foundations, Inc., a consulting company founded by **Dr. Joseph Allen** that provides expert consulting services. In addition to his role as CEO of 9F, Dr. Allen is an assistant professor at the Harvard T.H. Chan School of Public Health and an internationally renowned expert on healthy buildings. Dr. Allen and his team have significant experience in industrial hygiene, epidemiology and infectious disease, and will review and guide our cleaning and air and water quality practices.

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.

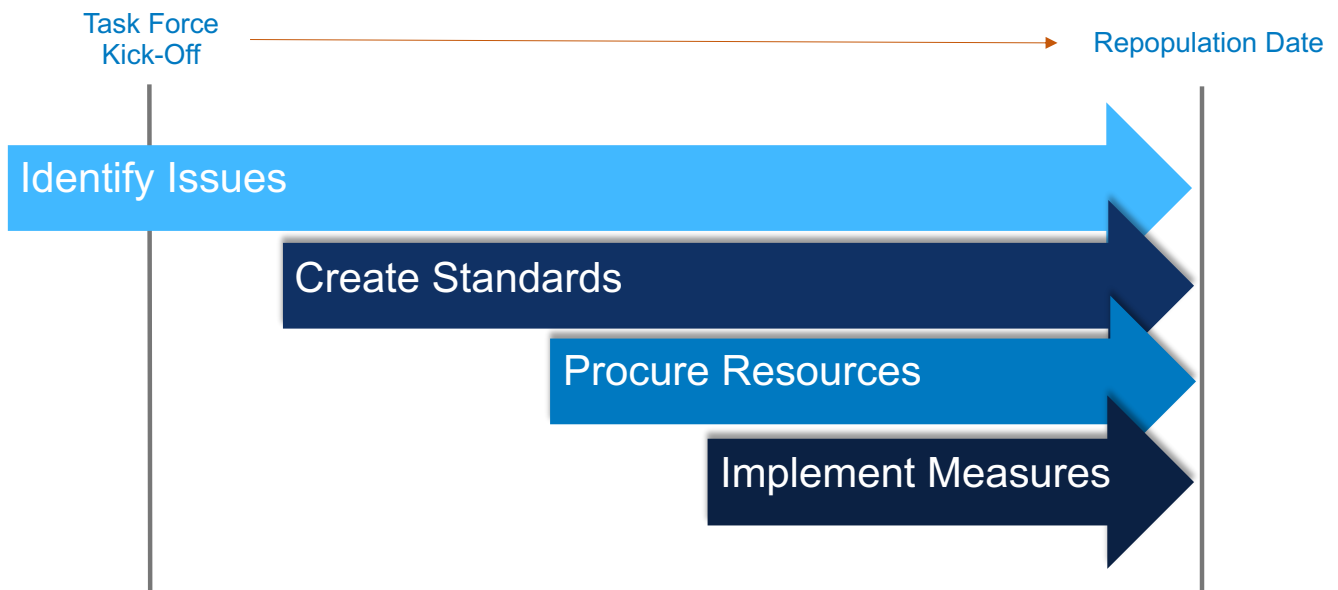|		
Direct	Face-to-face contact or the ejection of large droplets (>5 μm) from the infected persons through sneezing or coughing directly into the mouth, nose, and/or possibly eyes of the uninfected person	Physical distancing, face masks, face shields
Indirect	Contact with surfaces contaminated by infected persons (fomites), with subsequent touching of the mouth, nose and/or possibly eyes of uninfected person. Surfaces may be contaminated from large droplets (>5 μm) or other respiratory secretions.	Hand washing, surface cleaning, gloves, masks, face shields
Aerosol	Release of small droplets (<5μm) that remain suspended in the air for minutes to hours which are wafted on air currents allowing transmission over short and long distances.	Increased ventilation rates, enhancing filtration levels in recirculated air, decreasing population density, physical distancing, use of N95 respirator type masks

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 <u>not</u> 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.

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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.

Task Force Kick-Off → Repopulation Date

Identify Issues

Create Standards

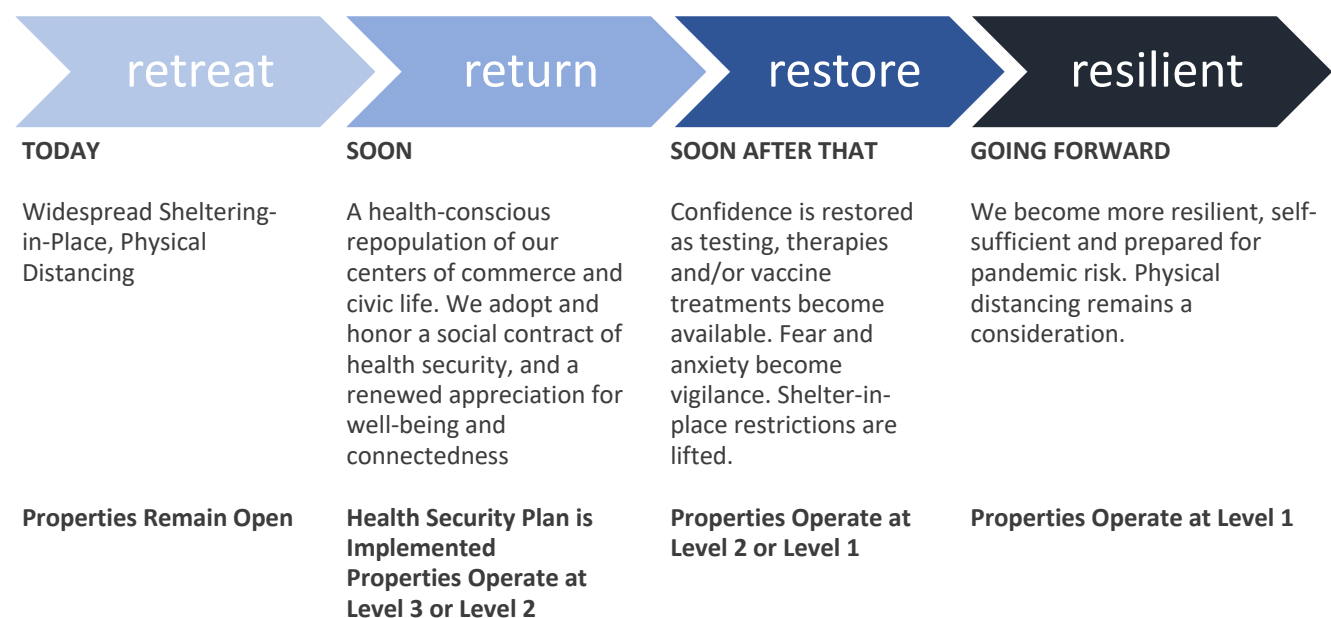Procure Resources

Implement Measures

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.

L3   **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.

L2   **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.

L1   **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 Secuirty 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.

retreat	return	restore	resilient
TODAY	**SOON**	**SOON AFTER THAT**	**GOING FORWARD**
Widespread Sheltering-in-Place, Physical Distancing	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	Confidence is restored as testing, therapies and/or vaccine treatments become available. Fear and anxiety become vigilance. Shelter-in-place restrictions are lifted.	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.

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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

Air & Water Quality

Physical Distancing

Screening & PPE

Communications

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-Routing 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

LEVEL 1	LEVEL 2	LEVEL 3
Enhanced Routine Cleaning and Disinfection	**Non-Routine Advanced Disinfecting**	**Non-Routine Infection Control**
Routine cleaning with increased frequency and upgraded EPA-registered disinfectants	Application of EPA-registered disinfectant to all surfaces up to 8' above finished floor	Use of electrostatic technology and fogging with EPA-registered disinfectant to treat entire area and secondary application to high touch areas

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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-0n 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.

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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).

☐ Ensure PM program compliance with "ASHRAE Standard 180-2018, "Standard Practice for the Inspection and Maintenance of Commercial HVAC Systems."

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

☐ Follow guidance in ASHRAE Standard 188-2018, "Legionellosis: Risk Management for Building Water Systems." Incorporate additional local requirements from authority having jurisdiction (AHJ) as necessary.

☐ 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

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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.
- Encourage workers to self-monitor for symptoms of COVID-19.
- 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 over-crowding 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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Health Security Task Force

Executive Sponsors
Owen Thomas
CEO
Doug Linde
President

Chair
Ben Myers
VP, Sustainability

Expert Consultant
Dr. Joe Allen
9 Foundations

Communications
Laura Sesody
VP, Corporate Marketing & Communication
Stephanie Rodgers
VP, Human Resources
Helen Han
Marketing Director
Rebecca Stoddard
Marketing Director
Sapna Yathiraj
Marketing Director
Alexis Devaney
Executive Associate

Technology
Jim Whalen
SVP, CIO
Tom Marcucella
VP, IT Services

Cleaning
Dan Shanahan
Regional Property Manager
Steve Colvin
SVP, Property Management
Danny Murtagh
VP, Engineering
Amber Brown
Senior Property Manager
Tom Hill
SVP, Property Management
Keith Spadaro
Director, Safety & Security
Mark Hockenjos
VP, Property Management
Dave Connolly
COO, Janitronics
Stu Collins
Senior Director of Ops, Able Services

Social Distancing, Screening and PPE
Laura McNulty
SVP, Property Management
Alan Snow
Director, Safety & Security
Matt Burke
Senior Project Manager, Security
Stephen Bertoni
Senior Project Manager, Security
Tom Hill
SVP, Property Management
Keith Spadaro
Director, Safety & Security
Dan Shanahan
Regional Property Manager
Kenyetta Price
Regional Property Manager
Steve Colvin
SVP, Property Management
Stephen MacNeil
Construction Manager
Mark Hockenjos
VP, Property Management
Josh Kline
Assistant Construction Manager

Air and Water Quality
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
Kevin McGrath
Director, Engineering

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