

VENDOR PROTOCOL

As work resumes in occupied units and COVID-19 restrictions are eased, Charlesgate Property Management has established the following procedures for the safety of our employees, vendors, and tenants.



OFFICE ACCESS 867 BOYLSTON STREET, 3RD FLOOR

We will have a staff member in our office from 9 am - 3 pm Monday-Friday until further notice.

- Access the office through the front elevator.
- Wear a face mask while in our office.
- Remain in the entry area at all times. Please maintain social distancing (6' spacing) while in our office.

For key or deliverable drop off/pick up, please use the table provided. Ring the bell if you need to speak with our office staff.

DAILY HEALTH CHECK-IN



If you are planning on visiting a unit in a managed property, you're required to complete a health certification stating that you:

- Have no symptoms of coronavirus
- Have not had "close contact" with an individual diagnosed with COVID-19. Close contact is defined as:
 - Living in the same household as a person who has tested positive for COVID-19.
 - Caring for a person who has tested positive for COVID-19.
 - Been within 6 feet of a person who has tested positive for COVID-19 for at least 15 minutes.
 - Come into direct contact with secretions (e.g. sharing utensils, being coughed on) from a person who tested positive for COVID-19, while the person was exhibiting symptoms.

There is **zero tolerance** for sick workers reporting to work. Employees are required to stay home if experiencing coronavirus symptoms and must be sent home if they show symptoms at work. Typical symptoms of coronavirus include fever, cough, shortness of breath, and sore throat.

STEPS FOR IN-UNIT SERVICE WORK

Ready your COVID-19 kit. Your kit should include:



Face Mask



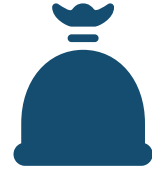
Booties



Hand Sanitizer



Disinfectant/
Paper Towels



Trash Bags

Note: Your COVID-19 kit should include enough supplies for any accompanying vendor/extra face masks for tenants if social distancing is not possible. **If you do not have any of these supplies, please communicate with your Charlesgate point person prior to entering an occupied unit.**

Confirm with your CPM contact that they've completed a "health check-in" with the resident and access details.

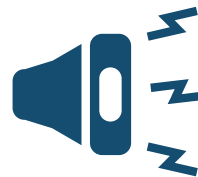
- If the tenant is home during the service call, confirm they will isolate in a separate room.
- If not, social distancing protocol should be observed and residents should be instructed to wear a mask.



Note: Unless it is an extreme emergency, **do not enter a unit** where we know a resident is/has been recently sick.



Put on your mask and sanitize your hands before and after entering the building. Put on your booties prior to unit entry.



Announce your arrival and conform to entry procedures detailed above.



Disinfect your work area before you begin. Perform service work. Disinfect work area again, including door handles/knobs.



Upon leaving the unit, disinfect entry handles, carefully remove and dispose of booties. Sanitize hands after leaving the building and wash your hands as soon as possible.

HEIGHTENED HYGIENE PRACTICES

We request that employees escalate their use of healthy habits to limit the spread of disease. Remember to:



Wash your hands often with soap or use hand sanitizer

Avoid touching eyes, nose, and mouth with unwashed hands



Cover your cough and sneeze

Stay home when sick

Avoid close contact (6 feet or less) with others including skin-to-skin contact (e.g. shaking hands)



All persons (employees and clients) in the workplace should wear a mask or covering over the mouth and nose when in the same room as another person

Clean and disinfect commonly used surfaces

Minimize close contact with sick persons