

HELPING KEEP OUR COMMUNITY HEALTHY: HOW WE'RE PARTNERING WITH YOU TO COMBAT THE CORONAVIRUS

Hello Alfred is taking action to promote the safety of all employees, residents, building partners, and vendors. For these efforts to be effective, we're counting on the help of our partners to keep our communities safe.

How do we define “potential exposure”?

Hello Alfred considers an employee to be potentially exposed to coronavirus whenever the following triggers occur. In these cases, employees are required to follow the steps outlined below.

Trigger

If you or a member of your household have flu-like symptoms...

If you or a member of your household have come into close contact (within 6 feet) of someone who has tested positive for coronavirus within the last 14 days...

If there is a public school closure within your zip code due to coronavirus...

If the authorities suspend public transport in your city due to Coronavirus...

If your building is quarantined due to Coronavirus...

If you travel to a CDC level-3 area of outbreak...

If you travel to a CDC level-1 or -2 area of outbreak...

Appropriate Action

You are required to stay home from work for 14 days post-exposure and stay symptom-free

You are required to stay home from work for 14 days post-exposure to the positive Coronavirus patient and stay symptom-free

You are required to stay home from work for the duration of the closure, only returning when the closure is lifted (assuming you're symptom-free)

You are required to stay home from work for the duration of the suspension, only returning to work when the suspension is lifted (assuming you're symptom-free)

You are required to stay home from work for the duration of the quarantine or for 14 days, whichever is greater

You are required to stay home from work for 14 days post-travel and stay symptom-free

You are required to enroll in a return-to-work plan with HR based on travel destination and CDC guideline updates and monitor any symptoms for 14 days post-travel

At Hello Alfred, all of our employees are paid in full for up to 10 days / 80 hours / two weeks if exposure mandates that they stay home from work. By paying employees for this time, we are reducing their financial burden and alleviating any temptation to return to work before they are fully recovered.

Additionally, healthcare coverage and other benefits will continue throughout any quarantine and furlough period. Prior to return, all employees are required to enroll in an individualized **Return-to-Work Plan** with HR should they be absent due to coronavirus or a potential coronavirus exposure trigger.

How do we protect our employees?

All employees are **required** to follow the CDC preventative recommendations:

- Avoid close contact with people who are sick
 - Avoid touching your eyes, nose, and mouth
 - Stay home when you are sick
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash
 - Clean and disinfect frequently touched objects and surfaces
 - CDC does not recommend that people who are well wear a face mask to protect themselves from respiratory diseases, including COVID-19
 - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if your hands are visibly dirty.
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How do we protect our residents and building partners?

In addition to championing preventative measures and encouraging our employees to exercise their best judgment, we aim to further protect our residents and building partners in the following ways:

When providing in-home service, employees are required to:

- Wash hands upon entering each apartment
 - Wash hands upon exiting each apartment
 - Wear a fresh pair of booties over their shoes in every apartment
 - Wear gloves when; performing the in-home tidy-up, handling residents' dirty laundry/dry cleaning and handling residents' trash
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Furthermore, we provide options for remote-only, delivery-based services, where Alfred does not enter the unit but still fulfills the resident's requests. Alfred may enact remote delivery to individual units based on resident request, to the entire building, or as mandated by city governance. In these cases, the Alfred team will coordinate delivery of their goods directly with the resident.

How do we decide when to alter service?

- Alfreds may decline to provide in-home service to sick residents. In this case, a member of our Hospitality Operations team will reach out to discuss remote service options until they're well
 - Regardless of their own health, all residents have the option to elect for remote service
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How do we adjust our service to the current condition?

The business will flex as needed based on coronavirus status at a single unit, building, city, or national level. Broadly, our states of operation can be grouped into:

Full Service, in which business continues as usual

Fully-Remote, in which all in-home and in-building services are limited, but we will continue to work with our local partners to support resident requests via our hospitality team.

How do we help our building teams?

In addition to helping our residents stay healthy, we want to empower our building teams with the option to:

- Schedule cleanings of high-traffic common and administrative areas of the building with our preferred service partners
 - Receive cleaning supplies and disinfectants for your team's use, including items that may be out of stock in local stores
 - Pre-order preparedness kits of home essentials to have on hand for residents who may become ill and find it difficult to leave the building
 - You tell us! What more can we do to support you in difficult times?
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Lastly, we want to take a moment to thank our building teams for working alongside us in the most difficult of circumstances. If there's anything we can do assist you, please reach to [**partners@helloalfred.com**](mailto:partners@helloalfred.com) and let us know.