

# COVID-19 Updates & Information

**Jamestown's commitment to creating safe and inspiring spaces is longstanding and deeply ingrained in our guiding principles. The COVID-19 pandemic challenges us to implement innovative solutions for how people to safely interact with our office, retail, and mixed-use properties.**

## WHAT WE'RE DOING

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In partnership with industry specialists and Centers for Disease Control (CDC) guidelines, we developed operating protocols for our property management teams to guide them as they safely welcome people onto our properties. We started a cross-departmental task force early in the pandemic to ensure all of our teams were in frequent contact and able to get up-to-date information distributed quickly to our stakeholders, including tenants, customers, residents, and employees. Specific actions taken include:

- Aligning face covering policy with local and state laws:
  - Jamestown employees and contractors are required to follow CDC and local health department rules, in addition to using any trade-specific Personal Protective Equipment (PPE)
  - All guests and visitors are encouraged or required to follow local and state laws
- Providing hand sanitizer throughout the common areas of our properties
- Enhancing janitorial services:
  - Increased regular cleaning schedules in restrooms
  - Only EPA-approved cleaning products are used
  - Building elements are being cleaned with greater frequency, including:
    - Common-area seating, furniture, and counters
    - Switch plates
    - Door handles
    - Elevator interiors, buttons, and surfaces
    - Handrails
- Providing safe transportation alternatives:
  - Limited occupancy on property shuttles
  - Shuttles disinfected after every trip
  - Disinfectant wipes available for riders
  - Bike and micro-mobility alternatives encouraged through bike lockers and showers where available
- Placing signs throughout our properties to remind people to follow local laws and CDC guidelines regarding:
  - Social distancing
  - Mask wearing
  - Hand washing
  - Elevator occupancy
- Where possible, we have installed MERV-13 air filters to the HVAC systems to enhance air filtration



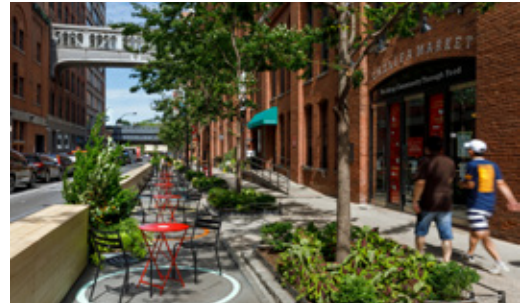


## TENANT SUPPORT

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In addition to providing a safe physical environment, Jamestown is committed to the partnerships we have formed with our tenants. In order to assist with their restart efforts, we are:

- Providing resources on financing, operations, employee management, and marketing on our Small Business Portal
- Leveraging technology partnerships to support retail and food and beverage tenants in their transition to touchless payment systems and mobile ordering
- Designing creative new layouts for:
  - Curbside pick-up programs
  - Pick-up and drop off zones
  - New/expanded outdoor seating
  - Outdoor service areas
- Building and marketing websites to inform customers of pick-up options and locations
- Implementing no-touch solutions for customer interfaces, including mobile parking apps and contactless entry at high-touch access points
- Identifying space modifications to create a safe and comfortable in-store experience



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**We are optimistic about the future for each of our communities. As people safely return to our properties, we continue to monitor local and national conditions daily. Jamestown has a history of changing to meet the needs of our tenants and their guests; this spirit of innovation will carry us through challenges posed by COVID-19.**

