



OUR  
COMMITMENT  
TO A SAFE  
RETURN

# Things we miss while working from home



Office shares

1 in 4 Americans are working from home



Office breaks



Office snacks



During COVID, working from home can be challenging



Office coffee



Office printer



Office privacy



Office internet

# THIS IS WHAT WE'RE DOING

ARA serves as the investment manager for office properties across the United States and each has a tailored plan of action with tenants, occupants, and visitors in mind.



As we begin to emerge from the COVID-19 pandemic and embrace the new normal, the relationships we have between our tenants, clients, and partners are more important than ever. Ensuring a safe return to the workplace is a priority for ARA and working

collaboratively with our partners to prepare and implement dynamic re-entry plans at our properties has been our focus as we begin to welcome back a growing number of occupants in the weeks ahead.

On-site teams around the country are looking forward to welcoming people back and while the workplace will look different for the near future, we have set up protocols and procedures detailed in this brochure utilizing guidance from the Centers for Disease Control & Prevention, World Health Organization, and public health experts. This brochure will serve as a guide to how our teams will communicate, what to expect entering our properties, what we have done to create healthier and safer environments, and what we are doing to give back and respond to the needs of our local communities.

ARA prioritizes and promotes ESG+R practices and understands the significance of adaptability and resilience at the property level and its impact on planning for the future. We are tailoring resiliency plans to each unique asset and will continue to follow our mission to execute effective and impactful actions that go beyond our buildings and operations to add value to our clients and communities.

We are hopeful for the future as vaccinations roll out and we emerge a safer world as we all work together to promote healthier environments.

Stanley L. Iezman  
CEO

# Our Commitment to Communicate

We understand times are challenging. While the pandemic has caused both inconveniences and hardships, we are here to listen.

Everyone's situation is different and we are committed to understanding your goals and objectives for returning to the workplace and how we can help.

We will be providing up to date communication to ensure that you have the tools and resources available to help you with your own re-entry plans.



# WHILE YOU WERE AWAY

We've been doing our part  
to bring you back safely  
and improve your working  
environment.

While many of our tenants have been working from home, our buildings have remained open and operating. We're excited to have you back and we want to assist you as you work to make sure that your employees and guests feel safe returning to the office.

To help protect your health and safety, we have implemented the following measures, many of which exceed those currently recommended by the Centers for Disease Control and Prevention (CDC) and other health care professionals.

Your health and well-being is of utmost importance.

- Installed signage providing social distancing guidelines and instructions for common area traffic and elevator capacity.
- Increased cleaning frequency and wipe-downs of high touch surfaces in the common areas.
- Installed hand sanitizer stations throughout common areas.
- Provided comprehensive cleaning and disinfection.
- Increased the use of fresh outside air to improve overall air ventilation.
- Met or exceeded guidelines for increased air filtration on base building equipment.
- Operated all plumbing system fixtures to maintain water quality.
- Maintained Fire Life Safety procedures including planning for fire drills with social distancing measures in place.
- Developed tenant notification procedures to report confirmed COVID cases and actions to be taken.
- Prepared unique re-entry plans specific to each building's circumstances.
- Implemented touchless check-in procedures and use of state-of-the-art touchless elevator destination dispatch at several office properties.
- Completed or in the process of completing Fitwel certification at a number of our buildings highlighting ARA's high standard of creating a healthy environment. Fitwel is the leading global health certification system for buildings focused on creating operational strategies and buildings that promote tenant and occupant health and wellness.



## ARA is pursuing Fitwel's Viral Response Module (VRM) certification across our entire portfolio.

- Officially released in 2020 by the Center for Active Design (CfAD) as a response to the COVID-19 pandemic, Fitwel VRM was created to help mitigate the spread of contagious diseases within buildings using guidance from the CDC, EPA, and other reputable organizations.
- Fitwel VRM goes beyond typical building health and wellness strategies, this certification mandates enhanced indoor air quality and cleaning measures, a contagious disease outbreak plan, PPE guidelines, hand hygiene support, and educational health promotion signage.



There are actions each of us can take to create a comfortable and safe environment for all. As you arrive at your place of business:

- Please secure your face mask before entering the building and maintain face coverings in all common areas, when mandated.
- Utilize contactless entry and proximity readers at garage entrances.
- Avoid high touch areas on handles when opening doors.
- Be mindful of social distancing guidelines in common areas, elevators, stairwells and pathways.
- Security team members and building personnel will be wearing PPE for added protection.
- Lobby furniture may be removed or reconfigured to support social distancing and limit common area congregation. Some amenities may be temporarily closed or reconfigured – those that remain open will have reduced capacity and enhanced cleaning protocols.
- In some instances, touchless visitor protocols have been implemented.

# YOUR ARRIVAL

We're excited you're back!  
We encourage you to pay attention to signage and important reminders on social distancing so we can all feel comfortable in our space.

# TO YOUR FLOOR

Please remember to exercise patience with one another during your office commute as we all try to have a safe journey to our offices.



Remember to practice social distancing in elevators.

Limit the number of people getting into each car at the same time to avoid crowding. Elevators will have signage indicating recommended capacity limits to help prevent spreading the virus.

As you return to your space and gradually adjust to daily activities, approach your re-entry with a heightened sense of observation to preventative actions that you can take to maintain a safe environment for yourself and those around you.

- Utilize hand sanitizer stations. In some cases, destination dispatch has been installed to eliminate crowding and create a touchless elevator experience.
- Know that elevator call buttons are sanitized on a more frequent basis.
- Follow reduced queuing etiquette and elevator occupancy guidelines.
- Respect your building-specific protocol as noted on signage or directed by building staff.
- Be patient if you experience delays, but know you are supporting better health for all during this period.
- Avoid high touch areas on handles when opening doors.



We must all play a role in creating healthy and safe workspaces. As you return to your office, please consider the following:

- Continue to wear masks, if mandated.
- Consider workplace temperature monitoring and self-certifications of employees and guests.
- If you think you have symptoms, tested positive for COVID-19, or believe you have been in close contact with someone with COVID-19, please stay home.
- Know that enhanced cleaning protocols have been activated on your floor, including restrooms.
- Respect social distancing guidelines while navigating your suite with co-workers.
- Utilize video conferencing to limit in-person meetings.
- Adhere to new conference room seating limits and disinfect table and equipment before and after every meeting.
- Respect your suite-specific protocols such as one-way traffic flows and capacity limits in shared spaces.
- Avoid congregating in common areas, kitchens and collaborative spaces whenever possible. Stagger shifts, start times, and break times where possible to reduce the number of employees in common areas.
- Limit visitors and guests, if possible
- Clean your personal workspace with disinfecting wipes frequently.

# IN YOUR OFFICE



We encourage everyone to continue to be masters of the video conference call and communicate from your office when you can. Limiting gatherings in small spaces will be critical in our journey back to the office.

**We engage premier national service providers to manage our properties, in addition to those teams that help operate our properties.**

Each team is vigorously vetted to ensure it upholds the same high standards and principles consistent with ARA in delivering top notch service to our tenants.

Our teams have taken a holistic approach to helping your employees and guests feel safe.



## Janitorial

Janitorial teams will continue enhanced cleaning by disinfecting high touchpoint and travel areas.

Our teams are focused on sanitizing common areas like points of entry, lobbies, elevators, and washrooms with even greater frequency and care. Tenants may elect to receive additional cleaning within their space from our janitorial service providers at their request. Please reach out to building management if this is of interest.

## Security

Security staff will be placed in building lobbies to assist tenants on revised processes and flow as needed. In many cases, a clear barrier has been implemented to limit the spread of viruses, but processes will vary by building.

## Delivery Services and Loading Dock

As appropriate, delivery vendors will resume regularly scheduled pickup and deliveries in accordance with the property's return to occupancy plan. If determined delivery employees are not in compliance with local and state recommendations for safety and PPE, they will be turned away.

## Heating, Ventilation, and Air Conditioning (HVAC)

In addition to ensuring our HVAC systems are inspected, cleaned frequently, and operated as efficiently as possible more focus is being given to indoor air quality.

We have increased the amount of fresh outside air to help improve ventilation and have installed air filters with a minimum efficiency report value (MERV) of 13 or better, where we are able.

These efforts help remove a higher percentage of contaminants in the air.

In a number of our buildings, we have installed equipment to enhance air quality and are using the latest technologies to provide even cleaner air to our tenants and occupants, such as bipolar ionization.

## Parking / Valet

Where applicable, parking attendants will observe social distancing to the extent possible and will wear PPE. Your building has taken increased measures to encourage safe practices in the common areas.

## Signage

Signage has been installed in and around the common areas of our buildings to help inform tenants and guests of building protocols and safety best practices.

## Elevators

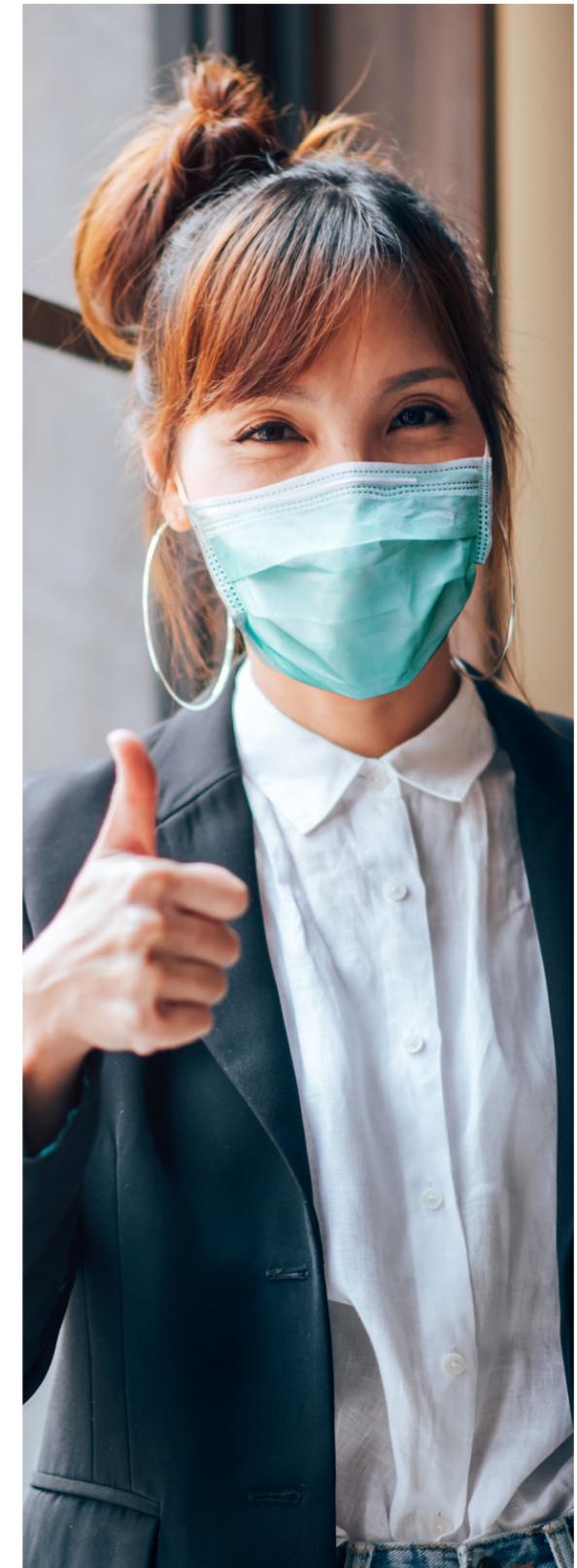
Security staff will limit number of occupants in elevators as recommended by BOMA International. Processes will vary by building.

## Restrooms

Restrooms in common areas will include signage and will adhere to advanced cleaning guidelines and social distancing.

## Water and Plumbing

Water faucets, sinks, and toilets are run daily at a level that prevents microbiological growth and maintains water quality.



# THE NEW NORMAL

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While it won't be business as usual for the near future, we are happy to see you back and we will work to communicate new guidelines and protocols effectively.

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As the vaccine is distributed and more of us return to the office, ARA remains committed to taking appropriate steps to better provide for a healthy and safe environment for tenants and guests.

While we understand some of these measures may cause delays or create inconveniences relative to how we used to operate, it's likely some of these changes may remain in place for an extended period of time.

We must remember to exercise patience with one another during this time, as we adapt to a new set of expectations and realities.

## Community Commitment

ARA is committed to being a catalyst to effect positive change in our communities, both local and nationwide. Involvement to effect change demands more than just giving. Our dedication to lending our knowledge, experience, spirit of collaboration, and the time and talents of our employee volunteers supports community and national programs and partnerships that can make a difference.



### Our Response

With so many families suffering from the impact of COVID-19. ARA's commitment to ESG+R (Environment Social Governance + Resilience) includes focusing on our charitable giving program to help our communities, both local and nationwide.

As the pandemic continues, one of the nation's most urgent problems – food insecurity, has only grown worse. It is estimated that over 27% of households with children experience food insecurity daily.

Our response to this crisis has been to increase our contributions to national and local food pantries and distribution centers and the non-profit organizations that work to fight hunger. We are proud to have continued our partnership with Feeding America and the Los Angeles Regional Food Bank by contributing funds to support their food donation and distribution efforts.

At the height of the pandemic in June 2020, ARA made a significant donation to support the hospitality industry; it being one of the hardest hit by the pandemic, leaving many workers without a job for months.

The contribution from ARA went to help mobilize resources for emergency financial assistance to workers who had lost jobs or income due to the pandemic. It also helped deploy resources through a career training center providing individuals with education, skills, and job placement.

At ARA, we believe in the power of helping others and will continue to provide support for those in need during times of crisis. To learn more about ARA's Charitable Giving Program, please visit: [aracapital.com/charitable-and-community](https://aracapital.com/charitable-and-community).

# GIVING BACK



Corporate responsibility is a key component of ARA's philosophy and is a reflection of our culture, our values, and the way we do business.



We look forward  
to seeing you.

Disclosures: This brochure is for your information only, is not intended to be relied on to make any investment decisions, and is neither an offer to sell nor a solicitation of an offer to buy any securities or financial instruments in any jurisdiction. Photos used in this brochure were selected based on visual appearance and are used for illustrative purposes only. This brochure should be considered confidential and may not be copied, reproduced, republished, or posted in whole or in part, in any form and may not be circulated or redelivered to any person without the prior written consent of ARA.

COVID-19 is highly contagious. While we are committed to taking appropriate steps to better provide for a healthy office environment, there is no way to eliminate the risk of exposure to COVID-19. By entering the building you acknowledge the extremely contagious nature of COVID-19 and other illnesses or viruses and voluntarily assume the risk of exposure. You bear full responsibility for any potential exposure or infection that may result in personal injury, illness, disability and/or death as a result of your use of the building, including, but not limited to common areas. Neither ARA nor landlord is responsible for personal injury, illness, disability and/or death as a result of exposure to COVID-19 or other illnesses or viruses.

 **AMERICAN**  
REALTY ADVISORS  
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