

Coronavirus (COVID-19)

As we continue to experience the ever-changing response to the COVID-19 virus in our country, the Taylor Leadership Team is proactively addressing the concerns of our associates, clients and their families. Our responsibility is to balance our client's fundamental needs with the personal needs and concerns of our associates. We fully embrace our company motto and belief of "Being the Best by Serving Together" and, as such, we have complete confidence our organization is ready, willing and able to guide our communities through this challenging time. As the Leadership Team works aggressively to address everyone's concerns, we will also embrace our corporate value to always "Do The Right Thing".

It is important our communities and the residents we serve know we are doing all we can to continue to provide critical management services to them. We have provided numerous action statements and critical information to help guide all associates and association leadership in their efforts to serve at the highest possible level. This guidance has been provided from our Human Resource Department, Bruce Noel CFO, Liz Comando COO, and our Coronavirus Task Force directly to our community managers and leadership to support these service efforts. In addition, our IT Department will continue to facilitate remote access in our efforts to provide needed services while complying with the everchanging government restrictions and our efforts to create a safe work environment. We are also working with our service providers including banks, lockbox service, website providers, billing service, internet-based accounts payable service, software companies, cloud backup services, cloud-based email provider, and Kroll CyberdetectER 24/7 monitoring services to ensure the support structure continues to be operational and protected.

In addition to our challenges to protect our Taylor Associates and maintain services, we are also working diligently with the Boards of Directors and other professionals throughout the state to protect our community residents in relation to the common areas we manage. Taylor Management Company has had to take certain steps to continue to provide much needed service to our communities while balancing everyone's safety. Outlined below are recent measures we have implemented to achieve that goal.

Working Remotely

Main Offices:

The most recent guidelines provided by the Federal Government is, whenever possible, employees should work from home. Our company has both corporate offices and client on-site offices, which require a customized approach to addressing this directive. As previously communicated, Taylor Management Company has prepared our associates with the ability to work remotely as needed to address the potential of a worse-case scenario.

Our corporate offices to the extent possible will remain open although, where possible, employees will work from home while continuing communication with fellow associates, clients and leadership. In the case of critical services which can only be provided through on-site work, specific measures will be taken to rotate shifts to



reduce traffic and allow for adequate social distancing. Also, the common areas of all facilities will be modified and/or restricted to allow for reduced exposure.

Our accounting services are handled exclusively out of the Whippany office location for internal control purposes. These services are critical to the needs of our clients and, as such, special measures are in place to ensure continued operations. Presently, the accounting associates will use a combination of remote access and on-site shifts in a rotating program to balance the community's critical service needs while addressing personal safety.

Client On-site Locations:

On-site office staff should work with community leadership to ensure all offices have the ability to restrict direct contact with the public. In most cases, this involves closing of clubhouses, locking office entry and maintaining safe access to restrooms. Where there is a single associate working from an on-site office that is closed to public access, the office may remain available to that associate. Where there are multiple associates working from an office closed to the public, the on-site office associates should make arrangements to have certain staff available to work on-site while staggering work days or hours to allow for appropriate social distances and control over common use areas.

Meetings and Recommended Alternatives:

A common part of the services we provide to our communities and the leadership team is to participate in various meetings with Boards, committees, professionals and residents. Although important to the management of our communities and to meet the legal open meetings requirements, we recommend the following restrictions given the current crisis. All divergence from these recommendations need to be discussed with your Supervisor.

- All meetings where appropriate spacing is limited and/or more than 10 people are scheduled to attend should be suspended.
- Encourage the use of conference calls as alternatives for meetings in an effort to continue to serve our communities and work cohesively with leadership.
- Take all appropriate safety measures as recommended by the CDC if there are in-person meetings.
- All efforts must be made to follow local pronouncements or mandates from government authorities.

Reporting Requirements:

- Any associate who has traveled in the past 14 days by air or cruise ship must share this information with your Supervisor. If travel was on a cruise ship or by air to the locations identified by the U. S. Government as travel restriction zones including COVID-19 hot spots, which are currently Iran, China, Italy and Europe, the associate is required to self-quarantine for 14 days according to the CDC.
- Any associate who meets the following CDC criteria must notify Human Resources and his/her Supervisor immediately:
 - Knows that he/she has been in direct contact with a person who has contracted COVID-19.
 - Is displaying the symptoms of the COVID-19 infection, which includes fever, dry cough, shortness of breath.
 - Has a confirmed diagnosis of having contracted COVID-19.
- These restrictions will remain in place at a minimum until April 30, 2020.



Advice from the CDC:

The greatest impact everyone can make is exercising personal action advised through all media forms (most importantly the CDC Website) to reduce the risk of contact and spread of the virus. Measures recommended are:

Steps to Protect Yourself:

- Clean your hands often
- Avoid close contact
- Eliminate handshake greetings.
- Social Distancing

Steps to take to protect others:

- Stay home if you are sick
- Cover coughs and sneezes
- Wear a facemask if you are sick
- Clean and disinfect touched surfaces
- Eliminate handshake greetings.

The Executive Team and every Taylor Associate will continue to work relentlessly to try to provide our clients with all the guidance possible to maintain and serve our community residents in the safest manner possible. On behalf of the Executive Team, I want to applaud the amazing efforts we have seen from all of our community leaders and residents to work cohesively with their service providers to ensure that we bring to their communities and their residents all the available information to help work through this ever changing challenge.

With great appreciation,


Paul A. Santorjello, President PCAM
Taylor Management Company

