



## **A Letter from our President and CEO regarding COVID-19 (Coronavirus)**

**March 16, 2020**

At Express Corporate Housing (ECH) we share in your concern about the ongoing COVID-19 coronavirus outbreak and want to let you know that we are working to ensure the health and well-being of our employees, guests, vendors and the communities that we serve.

ECH has mandated that all its employees will tele-work until further notice. Customers, vendors and partners should not notice any change to normal operations as two-thirds of our company already tele-work. Please continue to contact us in the normal fashion.

It is our intention to continue to conduct business as usual to the extent that we can during this time. We are here to continue assisting our customers in obtaining the housing that they need even in this challenging environment.

We ask that everyone follow the guidance issued by the CDC and state and local public health agencies, including taking these preventative actions:

- Avoid contact with individuals who are sick
- Practice Social Distancing by maintaining six feet between yourself and others
- Avoid touching your eyes, nose and mouth with unwashed hands
- Wash your hands often and thoroughly (for 20 seconds)
- Use hand sanitizer (>60% alcohol content) if soap and water are not available
- Follow guidelines from the CDC on coughing and sneezing etiquette and clean hands
- Do not report to work if you are sick

As part of our standard practices, ECH, our partners and vendors always proactively work to ensure you have a clean, safe and healthy place to stay. This includes the normal practice of sanitizing living spaces, bathrooms, linens, furnishings, housewares, dishes, glassware and utensils.

Additionally, we have implemented the following protocols.

### **Vendors and Partners**

We ask that furniture, housewares and maid service vendors implement the following protocol. Working from the rear of the unit to the exit, all hard surfaces to be disinfected with an alcohol or bleach based cleaner and soft surfaces to be disinfected with a product such as Lysol. As areas are disinfected, they should not be reentered. We expect that all vendors and partners will be closely monitoring the health of their employees and will not allow ill employees or those who have possibly been exposed to COVID-19 to report to work.

### **Housekeeping**

We recommend customers cancel all housekeeping services until further notice. Should customers



choose not to cancel, customers must not be in the unit when housekeeping arrives, and they may not return to the unit until housekeeping has been completed. Housekeeping will be unable to service customers who are ill to help prevent the transmission of this and other diseases.

### **Maintenance Request**

To avoid the risk of community spread of COVID-19, maintenance requests will only be handled if the request is an emergency. Please continue to report your maintenance requests as normal and an ECH customer service agent will be able to assist you with those requests that fall under our defined maintenance emergency items. Requests that are not deemed an emergency will be handled when normal operations resume or at our property partners discretion. When making a maintenance request, please notify us if you are ill, feeling ill, or have been in contact with someone who is ill or is infected with COVID-19.

### **Cancellations, Extensions and Vacate**

At this time, we are conducting business as usual and will be following our standard cancellation, extension and vacate policies. As always, we will try to accommodate any special request regarding this as we can.

### **Housing of individuals under Self-Quarantine as well as those infected with COVID-19**

ECH will be following existing laws, rules and regulations regarding temporary illness and non-discriminatory practices as outlined by Federal Fair Housing Laws, HUD as well as state and local authorities.

### **Health and Travel Screening Questionnaire**

ECH will be requesting that all new customers, including their family members and/or other individuals that will be staying in any of our accommodations, to fill out a health and travel screening questionnaire. We request that any individuals who are currently diagnosed with COVID-19, under a Self-Quarantine order or recommendation, or anyone who has travelled outside the USA within the past 14 days to voluntarily identify themselves on this questionnaire. This will enable us to work to ensure the safety of all our guests.

Thank you for working with us to protect the health and safety of everyone.

To Your Health and Safety,

Stephen Brewer  
President & CEO  
Express Corporate Housing