



Dear Liv Team,

Liv Communities places the wellbeing of our team members and residents as our top priority. As reports of COVID-19 (coronavirus) continue to grow in the US, we wanted to clearly communicate the steps we are taking to help maintain a safe and healthy environment for our team and our Liv & LivGenerations residents. We have a task force formed of key members representing all of our communities. This task force is working together to benchmark best practices, stay current on the evolving situation and create clear communications and protocols focused on the safety our residents and team members. Below is a list of steps the company is taking to enhance the daily practices at all company locations. You will start to see these changes activated on a rolling basis as needed and available.

What Liv Communities is doing:

- Established a task force to lead company-wide efforts to enhance the prevention of the virus and coordinate a cohesive response as needed.
- Reviewed all protocols for infectious and communicable illnesses and making necessary updates specific to what we know of the coronavirus – both in preventative terms as well as if/when the virus were to make it to our communities.
- Created a plan to increase housekeeping services in common areas including more frequent wipe-downs of high traffic areas.
- Communicating relevant protocols to all team members - ongoing.
- Adding hand-sanitizing stations in common areas of all communities and offices.
- Enhancing the screening process of guests and visitors at our LivGenerations communities as well as shared common areas of our Liv multifamily communities, requesting self-denying of access to those experiencing cough, fever and/or shortness of breath, or those recently around people with the same.
- Reviewing and increasing inventory levels of healthcare supplies, cleaning supplies, and non-perishable food supplies.
- Reviewing time off and travel policies.
- Networking with industry and professional networks on best practices.
- Creating a communication portal on our website for the most current information we have.

Our unique, interconnected environments allow human nature's best traits to shine. We need your involvement to support these changes and safeguards to benefit the collective wellbeing of our team and residents. By working together and being neighborly, we can take many important personal steps to uplift the defenses of the full community.



Your commitment to our Liv Well principles is the front line of protection against the spread of this virus:

- Be extra diligent on washing hands (20 second rule) and using hand sanitizer when soap and water are not present.
- If you are not feeling well (i.e. experiencing cough, fever and/or shortness of breath), notify your supervisor and do not come into work. Call a healthcare provider to schedule a health visit.
- If you are well, offer additional work times you may be available to pitch in for others who are out.
- Wipe down shared surfaces and common areas before and after use.
- Offer to help clean/wipe down common areas at various points of the day.
- Eat well and get sufficient rest to reduce stress and maintain a higher level of general health.
- Get your flu vaccine if you have not already. It's not too late, and while it will not combat coronavirus, it will help fight off other illnesses that could weaken your immune system.
- Ask residents and team members if there is any way you can help.

Due to the nature of the virus, we will continue evaluating the current state of alert and policies will change to meet evolving realities. Policy changes will be posted and communicated as quickly as possible. If you see any opportunities to add to our plan or increase vigilance to protect our communities, please share those thoughts with your supervisor.

We are grateful for your ongoing trust and confidence in the Liv team. You are a valuable part of our community and want you to feel the full embrace of our team. If you have any questions, suggestions or just need to have a friendly chat, we welcome you to reach out to LivWell@livcommunities.com. The best prevention measures involve all of us working together to maintain safe and healthy environments.

Sincerely,

The Liv Well Task Force