

A large graphic on the left side of the slide. It features a blue, wireframe-like network structure that resembles a map of the United States. Several glowing, yellow and green virus particles, representing COVID-19, are scattered across the network. The background is a dark blue with faint, glowing particles.

# COVID-19 RESPONSE

This presentation is based on available information as of March 20, 2020.

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WE REMAIN STEADFAST AND  
RESILIENT THROUGH THE  
STRENGTH OF OUR FOUNDATION,  
RELATIONSHIPS, INFRASTRATURE,  
AND A DEEP COMMITMENT TO  
OUR STAKEHOLDERS

# COVID-19 RESPONSE UPDATE



The COVID-19 pandemic continues to evolve rapidly. We are closely monitoring the guidance available among leading global and local health authorities in our markets, and charting proper responses in order to protect our people and guide our business through this uncertain situation.

## Planning and Response Overview

- Protect employees
- Protect customers
- Set-up a cross-functional COVID-19 response team
- Maintain business and building operations, while adhering to the safety guidelines outlined by the Centers for Disease Control (CDC) safety guidelines and local and state governments

The facilities management and commercial office industry has been proactive in responding to the virus by utilizing infection control practices that were in place during the recent flu season, while also emphasizing best practices advised by the CDC to full building tenant bases.

Building management personnel are customer-driven, detail-oriented, highly committed leaders. They have stepped up during this critical time and will continue to service our customers at the highest level possible.

# OPERATIONS OVERVIEW



Staffing – Employees are following the guidelines set by local health departments and the CDC regarding self-quarantining if they present symptoms.

Supplies – The vendor community has been reliable and transparent in their ability to continue to service our needs, and at this point, they have been able to meet our needs.

Occupancy – Brandywine will keep its properties open for tenants to use as they deem appropriate and permitted.

# SAFETY & OPERATIONAL PLANNING



- Increased frequency for cleaning and disinfecting high-use common facilities and frequently touched surfaces
- Added hand sanitizing stations at all main lobbies and other common areas
- Implemented internal planning measures including, but not limited to:
  - ▶ Cross-trained personnel to perform essential functions so that the buildings can operate at full capacity even if key employees are absent
  - ▶ Secured a variety of third party vendors and contractors to be on 'standby' in the event of absenteeism due to illness
  - ▶ Ensure an inventory of critical materials and supplies, including maintenance supplies, cleaning and disinfectant supplies, etc.
- Cancelled all vendor visits to our offices companywide, and encouraged tenants to do the same
- Closed all Brandywine Experience (BEX) touchdown facilities to tenants as a safety precaution
- Cancelled all community events in Brandywine buildings until further notice

# SAFETY & BUSINESS CONTINUITY PLANNING



- Prohibited Brandywine employees from attending nonprofit or industry events at this time
- Ensured IT infrastructure necessary to support a remote workforce
- Implemented a variety of HR actions to inform, protect, empower and support employees
- Implemented frequent and thorough communication updates to tenants and employees
- Published communication toolkit on tenant and employee intranet portals
- Equipped tenants and employees with a variety of safety and informational flyers provided by the Centers for Disease Control (CDC)
- Remain actively engaged with state and local health departments
- Continue to evaluate our state of readiness and ability to maintain essential functions with a reduced workforce

# CONTACT INFORMATION



For additional information, please contact:

Operations: Ron Becker, [Ronald.Becker@bdnreit.com](mailto:Ronald.Becker@bdnreit.com)

Human Resources: Anna May Abbott, [AnnaMay.Abbott@bdnreit.com](mailto:AnnaMay.Abbott@bdnreit.com)

Communications & Media: Laura Miller, [Laura.Miller@bdnreit.com](mailto:Laura.Miller@bdnreit.com)

Investor Relations: Tom Wirth, [Tom.Wirth@bdnreit.com](mailto:Tom.Wirth@bdnreit.com)



# THANK YOU!

This presentation is based on available information as of March 20, 2020.

