

FACILITY OPERATIONS CONTINUITY PLAN

TERRA CENTRE

Introduction

1a Overview

This plan was developed to address preparedness, information, and procedures to be followed in the event of a pandemic-type event however there may be other business disruptions where this plan is applicable.

1b Authority and Responsible Parties

Terra Real Estate Manages the Terra Centre Facility Operations, and has been listed within the city, county, and state as the main contact point for communications purposes relative to the building. Terra Real Estate has developed an overall Business Continuity Plan for Terra Centre.

The facility is unique in that it has three owners.

1. Terra Real Estate owns the “Tower” portion of the building from basement thru 10th floors (including Wells Fargo Bank space).
2. Kraus-Anderson Realty Inc. owns the tenant (previously known as retail) spaces on the first and second floors including Wells Fargo Bank Automobile (Auto-Bank) teller space.
3. Wells Fargo Bank owns the parking lot south of the building and the drive-up Auto-Bank area. (Outdoor areas only).

Main entrances, first and second floor hallways, atrium, stairwells, loading dock, first and second floor restrooms, escalators and elevators are known as “Common” areas and are a shared responsibility between Terra Real Estate Corp. and Kraus-Anderson Inc., legally described as the Easement and Operating Agreement.

Terra Real Estate will provide guidance for continuity of facility operations and pandemic preparedness to tenants, service providers and contractors for building areas under its responsibility or ownership. Kraus-Anderson Inc. (Block 70 Retail Partnership) will provide guidance for continuity of facility operations and pandemic preparedness to tenants, service providers and contractors for building areas under its responsibility or ownership. The Facility Continuity Plan will be addressed in separate categories for this reason.

1c How to use this Guide

Information in this Guide has been divided into two sections. Information in Section “A” will be provided by Terra Real Estate. Information in Section “B” will be provided by Kraus-Anderson Inc. (Block 70 Retail Partnership).

Facility Management Planning Guide:

Section “A”

Facility Operations/ Terra Real Estate & Tenant Services

Guidance for all Terra Real Estate Tenants (including Wells Fargo Bank), Service Providers, Contractors and Terra Centre common areas as part of the Easement and Operating Agreement.

Section “B”

Kraus-Anderson Realty Inc. and Tenant/ Services Plan

Guidance for Krause-Anderson Realty 600 Fourth Street Sioux City Iowa, Krause-Anderson Inc (Block 70 Retail Partnership), and tenants including Wells Fargo drive-up (Auto-Bank teller space), Service Providers, Contractors, and Terra Centre common areas as part of the Easement and Operating Agreement.

SECTION “A”

FACILITY OPERATIONS

TERRA REAL ESTATE & TENANT SERVICES PLAN

(Items 1 thru 10)

1 Crisis Management and Pandemic Planning Structure

- 1.1 Preparedness Team
- 1.2 Plan Revisions

2 Education and Training

- 2.1 Employee Rights (what every employer should know)
- 2.2 Tenants, Employees, and Service Providers: Information and Training
- 2.3 Pandemic Guidance Table
- 2.4 Pandemic Severity Index (PSI) Tables

3 Communications and Information

- 3.1 Keeping Tenants, Employees, and Service Providers Informed
- 3.2 External Communications

4 Business Continuity

- 4.1 Influenza Management
- 4.2 Tenants, Employees, Service Providers Status

5 Optimizing Occupant/ Employee Health

- 5.1 Employee Health Information, Training, and Wellness Discussion
- 5.2 Annual Influenza Vaccination

6 Reduction of Infection Risk

- 6.1 General Hygiene Measures
- 6.2 Facility Maintenance and Tenant Service Procedures
- 6.3 Facility Janitorial Procedures
- 6.4 Personal Protective Procedures

7 Limiting Pandemic Virus Introduction

- 7.1 Occupational Risk
- 7.2 Increase Social Distancing
- 7.3 Travel Restrictions
- 7.4 Conference Rooms and Kitchens
- 7.5 Postal (US Mail) and preferred Services Processing, Handling, and Delivery
- 7.6 Security Restrictions and Visitor Screening Procedures
- 7.7 Invoicing/ Billing, Payments and Collections
- 7.8 Work From Home Practices
- 7.9 Monitoring and Reporting Absent Workers

8 Management of Infected / Potentially Infected

- 8.1 Anti-Viral Medication; High Risk Exposure
- 8.2 Infected to Remain at Home, or Return Home and seek Medical Attention
- 8.3 Infirmary Area
- 8.4 Screening Area

9 Contact Tracing

- 9.1 Documentation and Reporting

10 Facility Closure/ Reopening

- 10.1 Closure “only as ordered” by Public Health Department
- 10.2 Facility Critical Operating Procedures
- 10.3 Facility Shutdown/ Closure Procedures
- 10.4 Facility Opening/ Recovery Procedures

Section 1 Crisis Management and Pandemic Planning Structure

1.1 Preparedness Team

Terra Real Estate has formed a facility crises management and pandemic planning team consisting of representatives from Safety, Health, Communications, Security, Operations, and Human Resources. Team members have been given authority to implement the Facility Operations Continuity Plan and all pandemic procedures.

1.2 Plan Revisions

Reviews will be done annually, or on an as-needed basis whenever changes in ownership, escalation of pandemic status, or other events occur that warrant change and update of plan contents.

Section 2 Education and Training

2.1 Employee Rights (what every employer should know)

Federal health legislation provides employees with the following rights:

- *Right to Know*- The employee right to be informed of a known or foreseeable hazard such as pandemic influenza.
- *Right to Participate*- The employee right and responsibility to identify and correct job-related health and safety issues
- *Right to Refuse*- The employee right to refuse work where there is reasonable cause to believe a dangerous condition exists or an activity that constitutes danger to one or more employees

2.2 Tenants, Employees, and Service Providers: Information and Training

Terra Real Estate will provide all tenants, employees, and service providers' awareness and training material needed to perform their general duties in implementing this plan. Procedures for performance of job-specific duties will each be addressed with individual areas.

Terra Real Estate employees primary policies governance shall follow Terra Industries Inc. Plans.

FACILITIES – REAL ESTATE

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
1. No new viruses detected	<p>A. Monitor the World Health Organization (WHO) website (www.who.int) and the Centers for Disease Control (CDC) website (www.cdc.gov) for regular updates. Terra Real Estate in conjunction with Terra Industries Human Resources, and Environmental Health & Safety is responsible for monitoring and communication of changes to the Pandemic Severity Index (PSI) (Pandemic Severity Index (PSI) details) and/or the WHO level or informational bulletins from the CDC.</p> <p>B. Sign up for ProMed Digest daily world disease updates (www.promedmail.org).</p> <p>C. Terra Real Estate will review, update where necessary, and sign-off completion thereof, related to pandemic plan information on a minimum annual basis.</p>	K. Schmitz	Jan. 2010
2. New virus affecting animals detected	<p>A. No action required.</p>	N/A	
3. Human infection(s) with new subtype, very limited or no human-to-human spread. Domestic animal outbreak in at-risk country.	<p>A. “Terra Centre Critical Business Functions” may be reviewed at www.terracentre.net “Business Continuity” or Critical Business Functions. A hard-copy is also available in the Terra Real Estate Office.</p> <p>B. Employee Categorization (Categories 1 thru 4). Terra Real Estate employee work categories follow descriptions One thru Four below. It should be noted that certain Category Two employees may be required to perform mission-critical functions at work on an as needed basis.</p> <p>a. <u>Category One</u> -- Perform a mission-critical activity and must be at work.</p> <p>b. <u>Category Two</u> -- Performs a mission-critical activity and may work remotely (i.e., from home).</p>	K Schmitz	Jan. 2010

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>c. <u>Category Three</u> -- Does not perform a mission critical activity, and the activity could be done remotely (i.e., from home) if feasible (sufficient bandwidth) or possible (has the necessary equipment).</p> <p>d. <u>Category Four</u> – Does not perform a mission-critical activity, and the activity is not possible to be done remotely.</p> <p>To review the category listing please refer to “Critical Functions and Roles” at TRE Critical Functions & Roles or the hard-copy which is available in the Terra Real Estate office.</p> <p>C. To review critical functions and operations downtime please refer to “Terra Centre Critical Business Functions” (Section 1.9) which is available at TRE Critical Functions & Roles.</p> <p>D. Minimum staff levels required for business-critical functions available at TRE Critical Functions & Roles or at TRE Backup.</p> <p>E. Employee Emergency Contact Information is available at Employee Contact Information or by hard-copy which is available in the Terra Real Estate office.</p> <p>F. Terra Real Estate Critical Functions have been ensured by Staff training/ cross-training to provide qualified back-up to employee positions. To review a list of position back-up options, or replacement services refer to “Terra Real Estate Personnel Backup” at TRE Backup or a hard-copy which is available in the Terra Real Estate Office. A list of supplies and/or equipment necessary to support Category One and Two employees may be found at Terra_Categorization-Worksheets_v2r0_12-July-2007, Facility Operations 1 and Facility Operations 2.</p> <p>G. Terra Real Estate staff performing mission-critical work have been trained in manual work-around as specified at TRE Backup.</p> <p>H. Essential Functions and the transfer of authority/ responsibility from primary staff and facilities to secondary are addressed in “Terra Centre Critical Business Functions” (Section 7.1) at Critical Business Functions or by reviewing</p>		

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>“Terra Real Estate Personnel Backup” documents at TRE Backup.</p> <ul style="list-style-type: none"> I. Essential functions, supplies, material and equipment plans have been outlined in the “Terra Centre Critical Business Functions” (Section B 1.10) and may be viewed at Critical Business Functions. J. Items identified as vulnerabilities in supply and support chain would include those items necessary to sustain building operations refer to Janitorial Supplies Listing. These have been addressed in the “Terra Centre Critical Business Functions” (Section B 1.10) and may be viewed at Critical Business Functions. K. Travel guidance and restrictions are referenced in <u>Section 7.3</u> of this document. L. Dependency on critical service providers, e.g. Janitorial, Maintenance, Waste and Hazardous Materials Removal are addressed in the “Terra Centre Critical Business Functions” (Section B 8.1 thru 8.4) and may be viewed at Critical Business Functions. M. Workarounds for disruption in service from critical service providers have been addressed in the “Terra Centre Critical Business Functions” document; Janitorial (Section 2.3), Maintenance (Section 4.4), and Waste/ HazMat Material Removal (Section 1.6). These may be reviewed at Critical Business Functions. N. Steps taken to mitigate the risk posed by mission-critical vendors. <ul style="list-style-type: none"> a. Confirm which mission-critical vendors have pandemic plans and which do not. b. For those that have plans, determine whether their plans clearly indicate how they will continue to provide essential services to Terra Centre. c. Identify gaps in vendor preparedness that pose a high risk to Terra Centre. d. Develop action plan to close gap by (a) bringing vendor into conformance with pandemic plan requirements or 		

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>(b) identifying alternate source with plans that do indicate how vendor will continue to provide essential services to Terra Centre.</p> <p>O. Primary and secondary suppliers & vendors have been surveyed for Pandemic Preparedness. The “Pandemic Contacts” document may be viewed at TRE Contacts & Vital Recovery.</p> <p>P. Tenant management during Pandemic: janitorial (Section B2.3), maintenance (Section B4.4), billing and collections (Section A1.4) have been outlined in the “Terra Centre Critical Business Functions’ and may be viewed at Critical Business Functions.</p> <p>Q. Tenants have been contacted to determine pandemic readiness and/or SLA compliance. This “Pandemic Contacts” list may be reviewed at TRE Contacts & Vital Recovery.</p> <p>R. Building shutdown and re-open procedures have been established and are addressed in <u>Section 10</u> of this document. A specific and more permanent “Long Term Shutdown Procedures” document can be found at Long Term Shut Down.</p> <p>S. Dependencies of internal groups, owners, and required actions may be viewed at Terra Real Estate Dependencies.</p>		
<p>4. Evidence of increased human-to-human transmission.</p> <p>Confirmed human outbreak overseas.</p>	<p>A. Terra Real Estate will begin phased implementation of Pandemic Plan as appropriate based on the PSI Category (Pandemic Severity Index (PSI) details) as determined by the Center for Disease Control (CDC). Terra Real Estate tenants will be encouraged to do the same.</p> <p>B. Terra Real Estate will exercise, educate, & train tenants.</p> <p>a. Provide workplace and family health protection strategies, to use at home or in public.</p> <p>b. Train tenants on actions to take for each pandemic level.</p> <p>C. Terra Real Estate will determine if Category Two staff should begin working from home based on the PSI category (Pandemic Severity Index (PSI) details). Terra Real Estate</p>	K. Schmitz	Jan. 2010

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>will encourage all Terra Centre tenants to follow this same practice.</p> <p>a. Terra Real Estate will assist IT where necessary for telecommuters. Provide computer and telephone equipment, lines, bandwidth at the business, and remote access locations.</p> <p>D. Terra Real Estate will begin practicing social distancing as appropriate based on the PSI category. Terra Real Estate will encourage all Terra Centre tenants to follow this practice...</p> <p>a. Social Distancing specifics are referenced in <u>Section 7.2</u> of this document and Social Distancing.</p> <p>E. Terra Real Estate will prepare to sustain essential supplies, material, equipment and support systems based on the PSI category and items outlined below. All Terra Centre tenants are encouraged to follow this same procedure.</p> <p>a. Prioritize actions to ensure adequate reserves for essential supplies, material, equipment, and systems support to endure a Pandemic initial 6-8 week wave.</p> <p>b. Review equipment maintenance and repair schedules, maintenance history, and equipment life expectancy to ensure essential and critical pieces are capable of sustained operation with the resources available on-site or in reserve.</p> <p>c. Prepare support for essential systems (e.g. contractors and sub-contractors for facility security, food operations, hazardous waste removal, IT support including information protection, and emergency response).</p> <p>F. Terra Real Estate will begin monitoring practices of illness and adjust plans accordingly. Terra Real Estate will encourage all Terra Centre tenants to follow this same practice. Monitoring and reporting of absent workers instruction may be viewed at TRE Monitoring & Reporting Absent Workers.</p> <p>G. Terra Real Estate and all tenants should identify changes in policies that need to be addressed.</p> <p>H. Terra Real Estate and all tenants should adjust plans and</p>		

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>projections.</p> <p>I. Terra Real Estate and all tenants should adjust plans and projections as necessary. Assess and revise preparedness activities. Adjust objectives, efforts, and actions based upon changes in the business, economic, and social environments.</p>		
<p>5. Evidence of significant human-to-human transmission.</p> <p>Confirmed human outbreak overseas</p>	<p>A. Terra Real Estate will begin implementation of the “Facility Operations Continuity Plan” to all mission-critical functions and personnel. Please refer to Critical Business Functions or a hard copy in the Terra Real Estate office. Terra Real Estate encourages all Terra Centre Tenants to test individual plans.</p> <p>B. Terra Real Estate will revise plans to maintain security for workplace and workers.</p> <p>C. Terra Real Estate will monitor and adjust Facility Operations Continuity Plan and Critical Business Function Plans.</p> <p>a. Implement the business response plan.</p> <p>b. Monitor and assess response actions.</p> <p>c. Adjust actions to sustain essential functions.</p> <p>D. Significant actions are required at this level. Please refer to “Terra Centre Critical Business Functions” at Critical Business Functions.</p> <p>E. <u>SECTIONS:</u></p> <p>A1.1 A1.2 B1.1 B1.2 B1.5 B1.10 B2.1 B2.2 B3.1 B3.2</p> <p>The following documents will be necessary to meet certain adherence requirements;</p> <p>Mail Preference Authorization Form</p> <p>Influenza Self Assessment</p> <p>Office Isolation</p>	K. Schmitz	Jan. 2010

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>Isolation Form</p> <p>Infirmery Area</p> <p>F. Significant actions required at this level. Please review the following SECTIONS of this document; <u>SECTIONS:</u></p> <p>A3.1 A4.1 A4.2 A6.3 A6.4 A7.3 A7.4 A7.5 A7.6</p> <p>G. Intermittent communication will begin. Please refer to <u>Section 3.1</u> of this document.</p>		
<p>6. Global Pandemic</p> <p>Efficient and sustained human-to-human transmission.</p> <p>FIRST confirmed case of human-to-human transmission in North America and/or</p> <p>Widespread human outbreaks in multiple locations overseas.</p>	<p>A. Determine Pandemic Severity Level (PSI)</p> <p>B. Monitor CDC website for PSI level changes.</p>	K. Schmitz	Jan. 2010
<p>WHO Level 6</p> <p>PSI - Category 4</p>	<p>A. Significant actions required at this level. Please review the following SECTIONS of this document; <u>SECTIONS:</u></p> <p>A3.1 A6.2 A7.3 A7.4</p>	K. Schmitz	Jan. 2010

WHO Alert Level and Description	Action	Completed By or (N/A)	Date
	<p>A7.5 A7.6 A7.7 A8.2 A8.3 A8.4</p> <p>B. Significant actions are required at this level. Please refer to “Terra Centre Critical Business Functions” at Critical Business Functions.</p> <p><u>SECTIONS:</u></p> <p>A1.2 A1.3 A1.4 B1.1 B1.3 B1.4 B1.7 B2.2 B3.1 B3.3 B4.1 B4.2 B4.3 B4.4 B5 B6.1 B6.2</p>		
<p>WHO Level 6 PSI Category 5</p>	<p>A. Terra Real Estate will adapt plans and activities for recovery and preparedness.</p> <p>B. Revise and adapt plans to recover essential business functions.</p> <p>C. Revise and adapt plans to prepare for the next wave.</p>	K. Schmitz	Jan. 2010

2.4

Pandemic Severity Index (PSI)

Characteristics	Pandemic Severity Index				
	Category 1	Category 2	Category 3	Category 4	Category 5
Case Fatality Ratio (percentage)	<0.1	0.1 - <0.5	0.5 - <1.0	1.0 - <2.0	≥ 2.0
Excess Death Rate (per 100,000)	<30	30 - <150	150 - <300	300 - <600	≥600
Illness Rate (percentage of the population)	20 - 40	20 - 40	20 - 40	20 - 40	20 - 40
Potential Number of Deaths (based on 2006 U.S. population)	<90,000	90,000- <450,000	450,000- <900,000	900,000- <1.8 million	≥1.8 million
20 th Century U.S. Experience	Seasonal Influenza (Illness rate 5-20%)	1957, 1968 Pandemic	None	None	1918 Pandemic

Interventions* by Setting	Pandemic Severity Index		
	1	2 and 3	4 and 5
Home Voluntary isolation of ill at home (adults and children); combine with use of antiviral treatment as available and indicated	Recommend †§	Recommend †§	Recommend †§
Voluntary quarantine of household members in homes with ill persons † (adults and children); consider combining with antiviral prophylaxis if effective, feasible, and quantities sufficient	Generally not recommended	Consider **	Recommend **
School Child social distancing -dismissal of students from schools and school based activities, and closure of child care programs -reduce out-of school social contacts and community mixing	Generally not recommended Generally not recommended	Consider: ≤4 weeks †† Consider: ≤4 weeks ††	Recommend: ≤12 weeks §§ Recommend: ≤12 weeks §§
Workplace / Community Adult social distancing -decrease number of social contacts (e.g., encourage teleconferences, alternatives to face-to-face meetings) -increase distance between persons (e.g., reduce density in public transit, workplace) -modify, postpone, or cancel selected public gatherings to promote social distance (e.g., stadium events, theater performances) -modify work place schedules and practices (e.g., telework, staggered shifts)	Generally not recommended Generally not recommended Generally not recommended Generally not recommended	Consider Consider Consider Consider	Recommend Recommend Recommend Recommend

Section 3

Communications and Information

3.1

Keeping Tenants, Employees, and Service Providers Informed

Terra Real Estate’s facility crises management and pandemic planning team has developed a communication plan that will address business continuity and pandemic preparedness contingencies.

The plan will target specific audiences, communication messages, methods of delivery, and frequency of communications and/or triggers.

In the event of a pandemic or other emergency, management will update, at least daily, the status of the facility, and specific instructions or any other information that needs to be communicated. The information will be provided on the Terra Centre website at www.terracentre.net and available as a telephone recording, which can be accessed by dialing 712-234-3000. Intermittent communication will begin at **WHO Alert Level 6** daily communications will begin at **WHO Alert Level 6, (PSI) Category**

- 4.

3.2 External Communications

Terra Real Estate shall designate a spokesperson for all external communication with suppliers, vendors, government officials, and media regarding facility crises management and pandemic planning.

In the event requests are made for information about Terra Center's facility crises management and pandemic planning, they should be forwarded to Terra Real Estate, who will designate a spokesperson to respond on behalf of the facility crises management team.

Section 4 Business Continuity

4.1 Influenza Management

At **WHO Alert Level 5** all tenant management should monitor overall over-all employee health status.

4.2 Tenants, Employees, Service Providers Status

At **WHO Alert Level 5** all employees should be reminded of health measures that should be practiced to protect themselves and co-workers.

Section 5 Optimizing Occupant/ Employees Health

5.1 Health Information, Training and Wellness

Terra Real Estate will encourage all tenants and employees to maintain optimum health through communications, information, and wellness discussions. Specific facility procedures for infection control within the facility are provided in Sections 6 and 7.

5.2 Annual Influenza Vaccination

It is generally accepted that seasonal influenza vaccine is a cost effective way of reducing workforce sickness and absence. Anyone obtaining a flu vaccination should keep a record of that vaccination for later verification.

While the influenza vaccination is not protective against pandemic influenza, it does have valuable benefits.

Being immune to seasonal influenza would reduce the chance of co-infection with other influenza viral strains. It may also prove effective in reducing illness severity and the serious effects derived from a pandemic flu.

Terra Real Estate will encourage tenant participation of annual seasonal influenza vaccinations or other local preventative medical practices.

Section 6 Reduction of Infection Risk and Virus Transmission

6.1 General Hygiene Measures

Personal hygiene measures minimize the spread of infectious diseases, including influenza.

Terra Real Estate will promote facility hygiene by providing tenants instructional materials on: hand hygiene, respiratory hygiene/ cough-sneeze etiquette, workspace hygiene, and social distancing.

6.2 Facility Management and Tenant Service Procedures

Facility operations will continually identify areas and activities that may be improved or altered to reduce infection risks. Maintenance staff will receive mandatory training in hygiene practices to limit spread of virus into other areas. Operations staff will be trained and knowledgeable in specific protocols to be enacted in response to changing WHO Alert Levels & the CDC Pandemic Severity Index (PSI) Categories.

At **WHO Alert Level 6, (PSI) Category -2** maintenance will replace HVAC filters, increase outside air introduced into the facility and decrease re-circulating air volumes; Post increased hygiene awareness literature; Install hand sanitizing dispensers at all facility entrances.

At **WHO Alert Level 6, (PSI) Category – 4** maintenance staff will post “Conference Room Closed” and Kitchen Closed” signage; Post notice at all facility entrance points advising all tenants, staff, or visitors not to enter if they have influenza symptoms. Maintenance will construct a temporary infirmary area on the 5th floor. Maintenance will conduct tenant service requests on an off-peak basis where applicable. Management may exercise a facility staffing rotation strategy.

At **WHO Alert Level 6, (PSI) Category – 4** maintenance staff will instruct waste removal services to remove (empty) waste compactor weekly.

6.3

Facility Janitorial Procedures

Janitorial staff will receive mandatory training in hygiene practices to limit spread of any virus. Janitorial staff will be trained and knowledgeable in specific enhancements and janitorial protocols to be enacted in response to changing WHO Alert Levels, and Pandemic Severity Index Categories.

At **WHO Alert Level 5** janitorial staff will implement specific surface sanitation of any work area believed to have been infected by an ill individual or group. Janitorial staff will ensure sanitation of all primary public contact points and shared surfaces such as doors/ knobs (including entrances), stairway and escalator hand-rails, elevator buttons, telephones, Light Switches, Vending Machines, and sinks/ faucets.

6.4

Personal Protective Procedures

Tenants and employees will be provided information on hygienic procedures individuals may use for self-assessment and cleaning of their individual work areas.

At **WHO Alert Level 5** each person should begin personal protective measures. Items to complete daily are; sanitizing/ cleaning of personal telephones, computer keyboards, chair arms, copier, printer, and fax buttons, drinking cups or glasses and any other item's of high frequency contact.

Section 7

Limiting Pandemic Virus Introduction

7.1

Occupational Risk

The Terra Centre facility is home to many business offices. Associated with these are many tenants, employees, clients, vendors, and visitors which arrive and leave on a continual basis. High population density work environments and high frequency contact with the general population increases risk of exposure and virus introduction into the facility. Terra Real Estate's need to maintain tenant and employee safety in the building may result in the imposition of restrictions to limit the risk of the infection.

7.2

Increase Social Distancing

Social Distancing means minimizing person to person contact. During pandemic individuals are encouraged to limit circulation, stay away from crowds, avoid face-to-face meetings, and use other communication and network technology to conduct business. Avoid public restaurants, cafeterias, or kitchens; arrange bill payments via internet or phone; conduct necessary shopping at off-peak hours; and abstain from travel. Social distancing includes eliminating group meetings, maintaining a three- to six-foot distance from others when possible, reducing hand-shaking and other close contact and taking extra care with hygiene. Items that will be included appear below:

- Suspend travel to affected regions
- Avoid public means of travel when pandemic flu is widespread
- Enable working at home where possible
- Cancel non-essential meetings
- Suspend large gatherings
- Limit face-to-face meetings
- Conduct meetings by electronic means, video conference and/or by telephone
- Reduce density of occupants in a given space (maintain a minimum of 3 - 6 feet distance when face-to-face)

Wear masks when face-to-face contact cannot be avoided. For example, Viroguard masks are recommended for use in highly infectious environments where the avian flu may be present.

7.3

Travel Restrictions

During certain phases of pandemic some countries/ regions may be at a higher risk for pandemic influenza than others. Travelers should consider possibilities will exist where authorities may suddenly implement border closures, restrictions, or quarantine measures, on a national or local basis in a attempt to contain an outbreak.

At **WHO Alert Level 6**, tenants, employees, service contractors, vendors, or visitors that have traveled outside of the United States, will notify Terra Real Estate by completing a “Traveling Risk Assessment Form” prior to returning to their business office. This form will be available at the Terra Centre 3rd floor reception area.

At **WHO Alert Level 6, (PSI) Category – 4**, tenants, employees, service contractors, and vendors, that are planning travel outside the United States will notify Terra Real Estate at 712-277-7238 of travel plan details prior to departure. A “Traveling Risk Assessment Form” detailed screening, and a voluntary quarantine period will be required before returning to a non-infected facility.

At **WHO Alert Level 6, (PSI) Category – 4** all WHO Level travel restrictions are applied. Any and all travel outside of the local community is strongly discouraged.

7.4 Conference Rooms and Kitchens

At **WHO Alert Level 5** all Terra Real Estate conference room usage will be discouraged. Kitchen use should be at a limited basis.

At **WHO Alert Level 6, (PSI) Category – 4** all Terra Real Estate conference room reservations will be cancelled. All Terra Real Estate conference rooms and kitchens will be closed and unavailable for use. All tenant conference room use will not be recommended, and strongly discouraged.

7.5 Processing, Handling, and Delivery of U.S. Mail, Postage, or Preferred Delivery Services

At **WHO Alert Level 6, (PSI) Category – 4** Terra Real Estate will implement once-a-day service for handling (pick-up or delivery) of Mail, Preferred Services Deliveries, and UPS Processing. One mail drop-off / pick-up point will be designated for tenants.

At **WHO Alert Level 6, (PSI) Category – 4** all Terra Centre U.S. Mail or Preferred Services pick and up/deliveries will require restricted signature delivery to a tenant authorized Terra Real Estate Representative. To receive mail and deliveries at **WHO Alert Level 6, (PSI) Category – 4** a tenant's representative must complete the "Mail and Preferred Service Authorization" form by completing the form available at the Terra Real Estate 3rd Floor reception area. This form must be completed at the beginning of a **WHO Alert Level 5** announcement.

7.6 Security, Restrictions, and Visitor Screening Procedures

At **WHO Alert Level 6** all tenants should begin documentation of daily visitor contact information.

At **WHO Alert Level 6, (PSI) Category – 4** Terra Real Estate may activate 24- hour security access control for floors 4 thru 10 during normal business hours. Visitors arriving to do business with tenants on floors 3 thru 10 may be required to complete a brief screening at the 3rd floor reception area before further access is granted.

At **WHO Alert Level 6, (PSI) Category – 4** Terra Centre Security Guard Services may begin 24-hour security staffing if required. Facility Access will be may be limited to one entrance point if

necessary, where screening will be mandatory. All visitations will be strongly discouraged.

The Public Health Department or Disaster Services may enforce closure of public buildings which would supersede Terra Real Estate and/or Terra Centre protocol. Such enforcement could abruptly terminate any admittance to the facility.

7.7 Invoicing/ Billing, Payments and Collections

At **WHO Alert Level 6, (PSI) Category – 4** to alleviate contact all Terra Real Estate tenants making rent or telephone payments via check will place payments at the slot provided in the 3rd Floor Copy Room in the Mail Box Cabinet.

At **WHO Alert Level 6, (PSI) Category – 4** Terra Real Estate may temporarily discontinue rent collection and/or payment processing dependant upon staffing or banking abilities at the time. Past payment and /or collection will resume as pandemic subsidies.

7.8 Work From Home Practices

Depending on the intensity of an influenza outbreak and the rate of infection many businesses will implement plans whereby employees may work from home to limit exposure which would eventually affect the business as a whole.

All tenant management is encouraged to identify which business processes can be sustained with a work at home policy and test procedures to determine necessities prior to an event.

7.9 Monitoring and Reporting of Absent Workers

Terra Real Estate, Tenants and employees shall follow table 2.3 item 3. (K) of this document with reference to monitoring, reporting, and absenteeism.

Section 8 Management of Infected/ Potentially Infected

8.1 Anti-Viral Medication; High Risk Exposure

Anti-Viral mediations such as Oseltamivir or Zanamivir if given within 48 hours of the development of symptoms may reduce the severity of an illness but may not be available at the beginning of a pandemic. All tenant management should identify employees engaged in high risk exposure job tasks and encourage anti-viral medications.

8.2 **Infected To Remain at Home, Return Home and/or Seek Medical Attention**

Individuals experiencing flu like symptoms should remain home. Individuals who develop symptoms of pandemic flu while at work are a risk to the facility environment and other occupants and should return home.

At **WHO Alert Level 6, (PSI) Category – 4** all Terra Centre Tenants, Employees, Service Providers, Vendors and Visitors at Terra Centre who are suspect to, or have been identified by an Influenza Like Illness (ILI) form to have developed pandemic flu, will be asked to return home and seek immediate medical care if they are able to do so, or emergency medical transport will be arranged to transport to a medical facility.

At **WHO Alert Level 6, (PSI) Category – 4** any individual identified to have possible pandemic flu at door-screening may be refused admittance.

8.3 **Infirmary Area**

At **WHO Alert Level 6, (PSI) Category – 4** Terra Real Estate will construct an infirmary area in the 5th floor Conference room capable of external air filtration. This area will be utilized for infirmary purposes.

8.4 **Screening Area**

At **WHO Alert Level 6, (PSI) Category – 4** Terra Real Estate will construct a screening area within the 3rd floor conference room. This area will be utilized for all visitor screening purposes.

Section 9 Contact Tracing

9.1 **Documentation and Reporting**

The Department of Public Health may enforce reporting requirements and documentation. For this reason it is important for all employers to document illness within their business. At an early phase of influenza pandemic authorities and health care professionals may make contact with a patient's workplace. This may be to advise other individuals who have had contact with an infected person and to identify others that may be infected in an effort to contain the outbreak.

Section 10 Facility Closure/ Opening

10.1 “Facility Closure” only by order of Disaster Services or the Department of Public Health

Terra Centre will maintain operations at all times and remain open unless by order from superseding authorities.

10.2 Critical Operating Procedures

Terra Centre has a drafted list of critical operations information necessary to provide awareness and guidance to areas of the facility that must be maintained at all times to provide normal functions.

10.3 Facility Shutdown/ Closure Procedures

Terra Centre facility closure/ shutdown procedures will be enacted as required. Actions will include but not be limited to:

- “Notice’s” at all entrances, terracentre.net website, Terra Centre call-in line, and media.
- Enhanced Security Guard Services
- Security System lockdown restricted access only initialization.
- HVAC systems set-back and run time curtailment programming.
- Lighting Systems run time curtailment programming.
- Cleaning Services curtailment with specialized instruction activation.

10.4 Facility Opening/ Recovery Procedures

Re-opening of the facility will be done in reverse order of the procedures used for shut-down.

SECTION “B”

KRAUS- ANDERSON INC. & TENANT SERVICES PLAN

Specific Plan Instructions shall be Provided by Krause-Anderson Inc. (Block 70n Retail Partnership) to Terra Real Estate for Inclusion into the Terra Centre Facility Operations Continuity Plan.

In the Event No Specific Plan Instruction Items are listed in Section “B”, it is recommended that All Krause-Anderson Inc. Tenants, Kraus-Anderson Realty, Krause-Anderson Service Providers and Kraus Anderson Inc., Contractors follow SECTION “A” of the Terra Centre Facility Operations Continuity Plan.