

1. Timeline of the COVID-19 in China

- End of 2019, COVID-19 appeared in Wuhan City, Hubei Province
- On January 15, 2020, the first case of COVID-19 was discovered in Shanghai, which was an imported type case from Wuhan to Shanghai.
- On January 23, 2020, Wuhan City started the city lockdown to control COVID-19 from spreading to other parts of China.
- On January 24, 2020, the Shanghai Municipal Government held a meeting on the prevention and control of COVID-19. The meeting decided to initiate the highest-level response mechanism for major public health emergencies. Strictly implement the central government's requirements for COVID-19 to be controlled as a "Top tier infectious disease" and adopt the highest control and prevention measures to ensure the health and safety of the Shanghai population.
 - As of February 28, 2020, China's total cumulative confirmed cases were 78,961, Shanghai has 337 confirmed cases, 279 cases were cured, 3 patients died. At present, 55 patients are still hospitalized, of which 43 are in stable condition, 9 are in medium critical condition, and 3 are in critical condition. Among the confirmed cases, there were 175 males and 162 females; the oldest was 88 years old and the youngest was 7 months old; 144 had a history of living or traveling in Hubei, 34 had a history of living or traveling outside Hubei, and 158 had a history of contact with related cases and 1 case of epidemiological investigation is underway; 111 cases came from outside Shanghai, and 226 cases are permanent residents in this city.

2. The Current Shanghai Government Measures

Relevant departments of the Shanghai Municipal Government and the Property Management Association issued a number of work guidance documents as followed:

No.	Name	Department	Date
1	Notice on Key Disinfection Techniques for Disease Prevention in Key Places	Shanghai Municipal Health Committee	January 31, 2020
2	Notice on Further Improving the Prevention and Control of COVID-19	Shanghai Housing Authority	February 3, 2020
3	Notice on Issuing the "Requirements for the Use of Centralized Air Conditioning and Ventilation Systems for the Prevention and COVID-19 in Shanghai"	Shanghai Center for Disease Control and Prevention	February 4, 2020
4	Urgent notice on Matters related to the Management of domestic garbage from Quarantine Personnel	Shanghai Municipal Health Committee	January 29, 2020

5	Guidance on the legal risks for property service companies in epidemic prevention and control	China Property Management Association	February 4, 2020
6	Notice on Issuing the ‘Supplementary Requirements for the Use of Centralized Air Conditioning and Ventilation Systems During the Prevention and Control of COVID-19 in Shanghai’	Shanghai Center for Disease Control and Prevention	February 6, 2020
7	Notice on Performance enhancements on Prevention and Control of COVID-19	Shanghai Housing Authority	January 27, 2020
8	Decision of the Standing Committee of the Shanghai Municipal People's Congress on Work related to Prevention and Control of COVID-19	Standing Committee of Shanghai Municipal People's Congress	February 7, 2020
9	Health Management notice for Personnel Coming (Returning) to Shanghai	Shanghai Municipal Health Committee	February 4, 2020
10	Notice on strict implementation of body temperature measurement in public places and wearing of masks	COVID-19 Prevention and Control Headquarter in Shanghai	February 8, 2020
11	Notice on Further Strict Implementation of Various Epidemic Prevention and Control Measures	Shanghai Municipal People's Government	February 10, 2020
12	Urgent notice to Shanghai Property Management Industry to respond to the COVID-19 epidemic situation	Shanghai Property Management Association	January 22, 2020
13	Guidelines for Prevention and Control of COVID-19 in Non-residential Properties	Shanghai Property Management Association	February 2, 2020
14	Operational Guidelines for Prevention and Control of COVID-19 in Residential Property Management Areas (Trial)	China Property Management Association	February 1, 2020
15	Operational Guidelines for the Prevention and Control of COVID-19 in Office Property Management Areas (Trial)	China Property Management Association	February 2, 2020

3. Our company's response strategy in this epidemic

Merlion Property Services Co Ltd is an independent, professional and international property management service provider. After the epidemic outbreak, the company executives have immediately put in measures to protect the safety of our customers, property owners, tenants, employees and buildings.

A. Formation of an Emergency Response Team

MPS has established 3 leadership teams, led by the Chairman, to take up the responsibilities for the control and prevention of the COVID-19 as a company. The respective team are: Epidemic Prevention and Control Team, Material Support Team and Prevention and Control Inspection Team.

- Epidemic Prevention and Control Team

Responsible for the overall command of the company's COVID-19 epidemic prevention and control, real-time response to changes in the epidemic situation, and formulate corresponding prevention and control measures. Team members are required to perform their duties in epidemic prevention, employee epidemic response education and situation investigation according to the departmental and property service central epidemic prevention and control department arrangements.

- Material Support Team

Dynamically grasp the actual demand of key anti-epidemic materials such as masks and disinfectants; and strengthen material procurement processes. Scientifically optimize the allocation and use of anti-epidemic materials. Focus on supplying the important front-line personnel and positions for prevention and control of the epidemic situation.

- Prevention and Control Inspection Team

In accordance with the relevant policies and the company operation standards "Guidelines for the Prevention and Control of COVID-19", the team is responsible of conducting comprehensive supervision and inspection of epidemic prevention and control measures and relevant sanitation and disinfection records, etc. Identify weak links in epidemic prevention and control processes and ensure epidemic prevention and control measures are well executed. During the epidemic period, all employees should follow the measures and requirements issued by the company to ensure an effective measure against the COVID-19 epidemic.

B. Employee Protection Strategies

- i) Minimize travelling or avoid travelling. Avoid gathering activities such as eating out and family gatherings. If travelling is unavoidable, ensure hygienic protection are made such as putting on masks. Increase handwashing frequency and drink more water. Wash hands according to the standard 6 steps after going out, before eating and after using the bathroom.
- ii) Enhance public health awareness, maintain a positive and optimistic attitude.

Maintain adequate sleeping schedule, exercise regularly, eat nutritional balanced meals. Maintain good personal hygiene habits and ensure indoor ventilation

iii) All on-the-job personnel must wear masks properly and maintain cleanliness of the personal office area and stationaries. Keep a distance of more than 1 meter between people and wear masks when working with others in the same room. Using the central air-conditioning system is strictly prohibited and office space should be ventilated regularly.

iv) Stick to the individual's own post during work. Slipping away from one's post, visit others on duty and gatherings are strictly prohibit during the epidemic period. Employees should rest independently and avoid roaming and unnecessary communication to reduce the risk of cross infection.

C. Contingency Plans

i) Employees experiencing fever, cough, shortness of breath and other flu syndromes outside the workplace should proceed to home self-quarantine immediately without returning to their posts. Physical status should be reported to the respective department person-in-charge immediately.

ii) Employees experiencing fever, cough, shortness of breath and other flu symptoms should stop working immediately. Put on proper personal protective measures (e.g. masks) and leave the workplace for home self-quarantine. Physical status should be reported to the respective department person-in-charge immediately.

iii) Employees who have traveled or lived in Hubei or had contact with confirmed or suspected cases within 14 days before illness syndromes or had a small area of clustered infection, should go to the nearest fever clinic immediately in addition to home self-quarantine. Medical reports should be timely reported to the company and affected community.

iv) Departments, business units, subsidiaries, property service center should report all abnormal activities within 15 minutes to the affected community and the company epidemic control department. At the meantime, arrange for the affected individual for medical care required. Epidemic prevention and control team is responsible for tracking suspected or confirmed COVID-19 case treatment, contact area disinfection and contacted personnel.

D. Formation of Standard Operation Procedures (SOP) for Epidemic Prevention and Control

In response to this epidemic, the company has released the "Elevator Operation Management Regulations During Epidemics", "MPS Guidelines for Prevention and Control of COVID-19" , "MPS Guidelines for Prevention and Control of COVID-19 (Supplementary Regulation)", "Guidelines for Prevention and Control of COVID-19 in Non-residential Properties", "Central Air-conditioning and Ventilation System

Management Regulation During Epidemics". With these guidelines, MPS has provided professional training for employees in working during the epidemic and we vow to delivery a professional performance in the prevention and control of COVID-19 with our management.

4. The impact of IREM China Shanghai Branch on COVID-19 Control and Prevention

IREM China has delivered a rapid response shortly after the COVID-19 outbreak in China. On January 28, 2020, as the most authoritative organizations of commercial real estate, IREM China & CCIM China has quickly gathered and referred to the literature regarding the epidemic control experience from all over the world (including USA, Japan, Canada, China, etc.) and subsequently prepared and published "Epidemic Prevention Guide for Commercial Real Estate (Version 1)" for the industry peers to refer and implement.

5. Charity

During the COVID-19 outbreak, the members of the IREM China Shanghai Branch have put together their efforts and generously donated towards the fight against the epidemic, showing their corporate social responsibilities and the humanitarian spirit of IREM.

- On January 24, 2020, IREM China members and CCIM China members initiated a fundraising donation of 16,300 n95 masks, 100,000 medical examination gloves, 5 tons of 84 disinfectant, 2000 goggles and 13,500 sets of protective suits to hospitals in Hubei including Wuhan.
- MPS Shanghai Co Ltd has donated 140,000 surgical masks and 20,000 CNY towards the fight against COVID-19 to Hubei hospitals.

6. Case sharing

Lotus International Plaza is an 100,000 square-meter commercial complex managed by MPS Shanghai Co., Ltd. During the epidemic period, the management team has implemented and refined the epidemic control and prevention measures issued by the company headquarter to ensure the wellbeing of our customers and employees.

Lotus International Plaza management SOP during Epidemics

The current operation of Lotus International Plaza :

- Opening hours adjusted to 10:00hrs to 18:00hrs
- Open rate <10%
- High population density shops (e.g. education, beauty, movie types) were all closed
- A small number of food stores are open for take-out services only. The dine in and other food stores were all closed.

- The management has set up dedicated delivery collection passage for shops doing the take-out businesses.
- All decoration and construction applications are paused during the epidemic period.

Outbreak Prevention and Control Measures

1. Establish an Epidemic Prevention Response Team

The response team is composed of real estate owner representatives, business management company representatives and property management company representatives. The property management representative was appointed as the person-in-charge of the response team.

2. Strict Implementation of the Working Guidelines

- Operational Guidelines for the Prevention and Control of COVID-19 in Office Property Management Areas (Trial) by China Property Management Association
- Guidelines for Prevention and Control of COVID-19 in Non-residential Properties by Shanghai Property Management Association
- Notice on Issuing the ‘Supplementary Requirements for the Use of Centralized Air Conditioning and Ventilation Systems During the Prevention and Control of COVID-19 in Shanghai’ by Shanghai Center for Disease Control and Prevention
- Epidemic Prevention Guide for Commercial Real Estate (Version 1) by IREM
- MPS Guidelines for Prevention and Control of COVID-19 by MPS
- MPS Guidelines for Prevention and Control of COVID-19 (Supplementary Regulation) by MPS
- Central Air-conditioning and Ventilation System Management Regulation During Epidemics by MPS
- Elevator Operation Management Regulations During Epidemics by MPS

3. Real-time Infection Status Report System

- Epidemic situation (As of February 21, 2020, Lotus International Plaza has 0 confirmed infection and 0 suspected infection case)
- Property Management Epidemic Control and Prevention Daily Reports
 - ✧ Information Registration Report
 - ✧ Closure Status Management Report
 - ✧ Disinfection Report
 - ✧ Central Air Conditioning System Operation Status Report
 - ✧ Resumption of Work Request Report
 - ✧ Government Cooperation Work Report

4. Key Area Epidemic Control and Presentation Measures

- Entrance – Personnel Controls
 - ✧ All individuals entering the mall must wear a mask and registered with Identifications Documents.
 - ✧ Property Management staffs must measure their body temperature before work. Individuals are only allowed to commence work if their temperature falls in the normal range.
 - ✧ Shopping mall employee must proceed with body temperature checks before entering. Individuals are only allowed to enter if their temperature falls in the normal range.
 - ✧ Office building users must proceed with body temperature checks before entering. Individuals are only allowed to enter if their temperature falls in the normal range.
 - ✧ Shopping mall customers must proceed with body temperature checks in guard posts before entering. Individuals are only allowed to enter if their temperature falls in the normal range.
 - ✧ Take-out riders must proceed with body temperature checks in guard posts before entering. Individuals are only allowed to enter if their temperature falls in the normal range.
 - ✧ Gather and compile the information about businesses' resumption schedules and personnel. (including departing city, departure date, arrival date, pass-by cities etc.)
 - ✧ Reduce the number of entrance and exits in the mall. Track and monitor the population flow at all times.
- Entrance – Vehicle Controls
 - ✧ Set barricades before the entrance and perform body temperature checks on all the drivers and passengers on the vehicle. Individuals are only allowed to enter if their temperature falls in the normal range.
 - ✧ Strictly control and monitor vehicles with license plate issued in Hubei Province.
- Central Air-conditioning and Ventilation Controls
 - ✧ According to the Notices from Shanghai Center for Disease Control and Prevention, all air conditioning system should turn off their internal circulation functions and run strictly on fresh air modes.
 - ✧ Increase the airflow of the fresh air system, control the fresh air volume to be operating at 10% to ensure the indoor ventilation effectiveness.
 - ✧ Perform regular cleaning on air conditioning system filters, ensure a 3-day cleaning cycle is achieved.

- ◇ Perform a disinfection on air conditioning system filters daily.
- ◇ Refer to the Central Air-conditioning and Ventilation System Management Regulation During Epidemics for greater details.
- Elevator/Escalator Controls
 - ◇ Elevator call buttons, compartment buttons should be wrapped in plastic film. The plastic films should be wiped once per 2 hours and replaced once per day.
 - ◇ Elevator compartment walls, ventilation outlet, floor etc. should be disinfected twice per day.
 - ◇ Escalator handrail, protective fenders, emergency stop buttons etc. should be disinfected twice per day.
 - ◇ Elevators/escalators are key disinfection areas and thus should strictly follow the requirements stated in “Elevator Operation Management Regulations During Epidemics”.
- Public Areas Disinfection
 - ◇ Place disinfecting mats at the entrances/exits, spray the mats with disinfectants at least 5 times daily.
 - ◇ Regularly clean and disinfect publicly used/touched items. Focus on frequently used items such as door handles, leisure chairs, massage chairs etc. and disinfect them once every 2 hours.
 - ◇ Back kitchen passages, underground carpark passages and other similar dark and humid places should be disinfected with Chlorine based disinfectant once every 2 hours.
 - ◇ Open dedicated take-out delivery pathway for shops that rely on take-out businesses. The dedicated passage should be disinfected with Chlorine based disinfectant once every 2 hours.
 - ◇ Perform weekly deep disinfection in the mall after closure.
- Toilets
 - ◇ Equip sufficient liquid soap and ensure the water taps function normally.
 - ◇ Disinfect urinals, toilet bowls, squatting toilets and sinks once per 2 hours.
 - ◇ Disinfect water taps, toilet cubicles, toilet doors and handles by wiping every hour.
- Garbage Management
 - ◇ Public area garbage bins should be emptied once per 2 hours.
 - ◇ Place dedicated used mask rubbish bin on site and empty them once per 2 hours.
 - ◇ Food waste and domestic waste rooms should be disinfected twice per day

with Chlorine based disinfectant.

- Water Supply Management
 - ✧ Underground carpark trenches, catch wells, grease traps etc. should be sprayed with Chlorine based disinfectant once every 2 hours.

- Cooperation with Government
 - ✧ Comply with the guideline and measures imposed by the authorities and the industry associations. Assist the authorities in knowledge and information dissemination within the management projects. Hang relevant information on prominent notice boards to ensure important messages are sent through.
 - ✧ Promptly communicate with companies via digital channels regarding their resumption plans and assist the authorities with information gathering regarding the resumption process.

- Office Building Company Resumption Requirements
 - ✧ Notify companies in the office building regarding the filing requirements of the “Company Business Resumption Commitment Letter”.
 - ✧ Gather information regarding the office building resumption schedule and personnel information.
 - ✧ For employee returning from the Hubei Province, it is required for them to self-quarantine for 14 days according to the current regulation.

5. Emergency Response Plan upon Suspected Infection Cases Discovery

- Emergency Response Plan
 - ✧ If a suspected infection case is discovered, reports should be made immediately to the property owner representative, the property service committee and the local epidemic control and prevention authority. The patient should be sent to the designated hospitals by the local authority.
 - ✧ When an individual vomits in the premise, quickly cover the vomit with liquid absorbent materials and apply disinfectants on top. Remove the vomit and perform another disinfection process on the floor with Chlorine based disinfectant.
 - ✧ Dedicate order maintenance personnel on the exterior of the site to close the site. Guide unrelated personnel away from the potential infection site.
 - ✧ Order maintenance personnel shall be responsible to guide medical professionals into the premise to transport the potential patient to the medical facilities.
 - ✧ On site response personnel should wear masks, goggles and protective suits at

all times.

- ✧ Perform focused disinfection on contact sites of the potential patient.

7. Attachments:

MPS Shanghai Co Ltd is providing the company epidemic control and prevention documents as attached. We hope that these documents will be useful in helping our peers in our common fight against the COVID-19.