

# Traditions Group COVID-19 Operating Plan



As we navigate through the COVID-19 Pandemic, our biggest commitment is to keep our Traditions Group team, customers and trade partners healthy and safe. This continues to be our main focus as we take next steps towards re-establishing the “new (business) normal”.

## Traditions Group Remains “Open for Business”

We continue to follow “Best Practices” as outlined by the State of Ohio and top public health agencies. We have implemented multiple protocols to ensure a safe and healthy environment at all of our community job sites, Model Homes and Sales Centers, as well as our corporate office.

| LOCATION  | HOURS OF OPERATION   |
|---|--|
| <b>The Wicks at The Vintage Club</b><br>Sales Center located in Three Chimneys Clubhouse<br>200 Vintage Club Drive   Montgomery, OH 45249<br>bmcintyre@traditionsgroup.com   (513) 680-0070 | <b>Open Daily 12-6 PM</b><br>Two new decorated Models available to tour  |
| <b>The Retreat at Summit Park Model &amp; Sales Center</b><br>105022 Adirondack Drive   Blue Ash, OH 45241<br>bmcintyre@traditionsgroup.com   (513) 680-0070                                | <b>Open Friday-Sunday 12-6 PM</b><br>and also by appointment             |
| <b>The City Series: Merrimac Square Sales Center</b><br>1725 Madison Road   Cincinnati, OH 45206<br>lroll@traditionsgroup.com   (513) 498-7997  | <b>Open Saturday-Sunday 12-6 PM</b><br>and also by appointment           |
| <b>Traditions Group Corporate Office</b><br>4000 Executive Park Drive, Suite 250   Cincinnati, OH 45241<br>TraditionsGroup.com   (513) 563-4070   | <b>Monday-Friday 8:30 AM-5:30 PM</b><br>with limited in-office personnel |

## Key Operating Protocols

- Face Masks are required by all employees, trade partners, customers and guests.
- “Handshake-free” policy.
- Maintain 6 feet social distance away from employees and other visitors.
- Hand sanitizer provided and consistently utilized in all Model Homes, Sales Centers and offices.
- Sign-in + Temperature Logs: every employee, trade partner and guest is required to sign in, provide their temperature (via digital thermometer) and answer a few self-assessment questions when entering a Model Home or Sales Center, job site or our corporate office.
- When touring a Model Home, visiting a Sales Center or our in-house Selections Center, customer groups are limited to no more than three individuals.
- Frequent disinfection of Model Homes and Sales Centers, all common areas, office areas, desks and high-touch surfaces.
- Disinfect Model Homes and in-house Selections Center after visits from outside customers, weekly at a minimum, through the use of a fogger, which eliminates viruses and bacteria. This fogging device will also be used in every sold home prior to closing.
- Corporate Office- continuing a Work from Home policy, when possible, as well as staggered arrival and departure times for office personnel.

Despite these challenging times, our collective goal remains...to develop and build outstanding homes and communities within some of Greater Cincinnati’s most exciting areas. We will continue to actively monitor the ongoing COVID-19 situation to ensure the safety, health and well-being of our entire team, customers, trade partners and guests.