



# RETURN TO WORK ACTION PLAN

## RPO Property Management, LLC

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The following is a detailed description of the policies and procedures or "best practices" we have implemented over the past weeks and will continue to perform as tenants return to the buildings in greater numbers. Included are best practices your business can implement now and, in the future to ensure safe environments for all within our buildings & surrounding campus and community.

### Operational Adjustments

**Cleaning** – All of our cleaning procedures have been enhanced to ensure full compliance with CDC guidelines, including but not limited to:

- We have increased day porter/matron duties to include a minimum of twice daily disinfecting of high touchpoints in all common areas and common bathrooms, (elevator controls, handrails, door opening pulls and push panels, security turnstiles, toilet seats, stall doors, flush valve handles, sinks, water faucets, towel & other dispensers, etc.). If applicable, the same enhanced cleaning procedures will happen in all open amenity spaces.
- Nightly disinfection of all high touchpoints in tenant suites, including common tables, faucets, sinks, and appliance exteriors, building common areas, and, if applicable, all open amenity spaces.
- Use of only CDC approved cleaning and disinfecting products.
- Ensuring night and day cleaning staff are fully trained in all cleaning procedures and the use of PPE (Personal Protective Equipment).
- Use of electrostatic disinfection as needed.
- Installation of hand sanitizer stations at all building entrances and elevator lobbies.

**Heating and Ventilation** – The HVAC systems have been continuously operating with routine preventive maintenance being performed daily. In addition, we have:

- Increased the amount of outside air mixing with the system per CDC recommendations.
- Ensured all air filters have a MERV (Minimum Efficiency Reporting Value) rating of 13 [9 or higher typically found in hospitals, laboratories and superior commercial buildings].
- Manually increased overall airflow through the building during low occupancy periods.
- Continued more frequent inspections of all systems for high-performance operation.

**General Building** – In addition to our enhanced Cleaning and HVAC Systems Maintenance, we have or are doing the following:

- For buildings that do not have touchless restroom fixtures, we are sourcing, and we will be changing those to fully touchless.
- Entry points are being evaluated for possible retrofitting to touchless operation.
- Inspected the building more frequently for general conditions and areas of improvement.
- Routinely exercised all plumbing related fixtures to ensure a continuous flow of water through the pipes.



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**Tenant and Personnel Safety Measures** – As CDC guidelines and government regulations evolve, we will communicate to and train the onsite staff on the latest best practices and safety measures. While employers are ultimately responsible for providing PPE for their employees and for the implementation of recommended or required safety measures, our property management team is available to direct you to applicable guidance or requirements. In the interim, we have:

- Posted safety signage at the entrances and elevator lobbies reminding tenants of both CDC guidelines and government regulations.
- Where applicable, placed floor markings or stanchions at security desks and café check out areas to facilitate social distancing.
- Placed signage directing elevator restrictions, limiting occupancy to four people at a time, and standing in the corners of the elevators. We will also be providing additional signage/direction on queuing areas and pathways to/from elevators as needed.
- Permitted tenants to prop open suite doors during business hours to reduce touchpoints.
- Placed trashcans at restroom doors so tenants can open the door with a paper towel and then dispose of it.
- Implemented protocols for communication and disinfection per the CDC when we are notified that a tenant or contractor's employee, who has been in the building, has been diagnosed with COVID-19.
- Encouraged tenants to notify us of their specific return to work plans in an effort to gather information for a smooth return to work transition.
- Trained all staff in the use of wearing masks and practicing safe work practices.

**Contractors and Vendors** - With regard to contractors and vendors working in or making deliveries to the building, we have made the following adjustments:

- Notified all contractors our expectations related to their work and the requirement of following CDC and government regulations.
- Instructed all tenants and vendors to schedule the delivery of large packages with management staff in advance to ensure space is available for safe receiving and retrieval.
- Any tenant who intends to have a vendor or subcontractor conduct work in their space will be required to provide the following to Property Management via Building Engines for review and approval in advance with a minimum of 48 hours' notice:
  - Vendor / subcontractor name;
  - Work activity;
  - Date and time of work activity;
  - COVID-19 Safety Plan;
  - Certificate of Insurance

**In addition, we are strongly encouraging all tenants to take seriously and implement additional requirements, recommendations and directives from the CDC and government regulators on the following pages.**



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We are strongly encouraging all tenants to take seriously and implement additional requirements, recommendations and directives from the CDC and government regulators including but not limited to those described below:

### Tenant Employee Screening, Personal Protective Equipment and General Health & Hygiene

Tenants/Employers will be responsible for conducting temperature and/or health screening for all employees and visitors as required by government requirements.

In accordance with CDC guidelines, property management strongly recommends that all building occupants wear face protection in common areas, including restrooms, lobbies, elevators, and parking lots and garages.

#### *Advisory Regarding Face Coverings and Cloth Masks*

Individuals who show no symptoms of COVID-19 may still be infected and can spread to others. Therefore, a face-covering may help prevent spreading the virus to others.

- Appropriate face coverings include any product that covers the nose and mouth, such as dust masks, scarves, and bandanas;
- It is critically important that face-coverings or masks be used in applicable situations

### Tenant Employees Personal Hygiene, General Health, and Cleaning Protocols

We strongly recommend that all tenant and building employees follow and adhere to CDC, federal, state, and local guidelines. Building tenants should strongly reinforce safe work practices by promoting social distancing and personal hygiene in the work environment. In addition to wearing proper face masks and hand protective coverings, building occupants should continue to practice guideline methods to protect themselves, which include but are not limited to:

- Stay home if you are sick and avoid close contact with others;
- Wash your hands often with soap and water for at least 20 seconds; using alcohol-based hand gel with at least 60% alcohol if soap and water are not available;
- Avoid touching your eyes, nose, and mouth;
- Clean frequently touched items such as desk, phones, office equipment, doorknobs and countertops with disinfecting spray or wipes;
- Cover your mouth when you cough or sneeze by using a tissue or your inner elbow, not your hands.



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## Tenant Social Distancing

Per the CDC, social distancing, also called "physical distancing," means keeping space between yourself and other people. To practice social or physical distancing:

- Stay at least six feet from any other person;
- Do not gather in groups;
- Stay out of crowded places and avoid mass gatherings.

Keeping space between you and others is one of the best tools to avoid being exposed to this COVID-19 as well as slowing its spread locally and across the country and world.

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sunlight and humidity. Social distancing helps limit contact with infected people and contaminated surfaces. Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19. Everyone has a role to play in slowing the spread and protecting themselves, their family, and their community.

## CDC Web-Link Resources

CDC Main Page for COVID-19 - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC Communities, Schools & Workplaces - <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

CDC Businesses and Workplace Guidance - <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

CDC Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19 - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

CDC Guidance For Cleaning and Disinfecting - [https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/ReOpening\\_America\\_Cleaning\\_Disinfection\\_Decision\\_Tool.pdf](https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/ReOpening_America_Cleaning_Disinfection_Decision_Tool.pdf)



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### COVID / Return to Work FAQs

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#### BUILDING ENTRY & EXIT

- Will building visitors be limited?
  - We will not limit building visitors, but we encourage tenants to be mindful and limit visitors to only those deemed necessary.
- Will everyone in the building be required to wear masks?
  - If your state requires the wearing of masks in buildings and public places, we would expect all tenants and visitors alike to adhere to the mandate.
- How will management enforce social distancing in the building lobbies?
  - We have installed building signage reminding tenants of CDC best practices, including social distancing guidelines. In buildings with security personnel, staff will offer verbal reminders.
- How will management mandate social distancing in elevators?
  - We are encouraging elevator restrictions at the properties through signage, limiting occupancy to four people at a time and where possible, 6 feet of separation.
- Can I use the stairs?
  - Where use of the stairs can be accommodated in accordance with applicable codes, we encourage tenants to use the stairs. Where buildings allow, stairwells will be designated as "up only" or "down only" to control the flow of traffic.

#### CLEANING

- Has someone been cleaning our suite in our absence?
  - Yes, all tenant spaces have been cleaned daily, unless otherwise requested by the tenant.
- In addition to the enhanced cleaning of common areas and high touch points in tenants' spaces, what additional deeper cleaning/sanitizing services are included or available to us?
  - More detailed cleaning of personal space (desks, office equipment, pantries, private offices, etc.) in tenant suites can be arranged by tenants (at their cost) directly or through property management by our janitorial vendor. Full suite disinfecting is available from our janitorial contractor, or you are welcome to bring in a vendor of your choice if they carry the insurance required to operate in the building.
- Will hand sanitizer be available throughout my building? Will it be motion-censored?
  - Yes. Hand sanitizer will be available at building entrances and elevator lobbies. As you can imagine, there is a shortage of motion-censored hand sanitizing supplies now, and we are working to acquire more as it becomes available.



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## BUILDING SYSTEMS

- Have you made any enhancements to building systems?
  - Effective immediately, in every building where applicable, we will equip the HVAC systems with a minimum of a MERV-9 air filter or equivalent.
- Have you made any adjustments to buildings' air circulation?
  - We have increased each building's fresh air intake as indoor and outdoor conditions permit in accordance with ASHRAE and CDC guidelines. We are also keeping systems running for more extended hours for continued circulation.
- Can you add more automated building attributes to my building?
  - We are reviewing options across all our properties and making automated additions where feasible.

## TENANT SPACES & COMMON AREAS

- Does property management have plans for staggered work hours/days, or entry/exit timeframes to limit building occupancy?
  - We will be monitoring the expected and actual building occupancy for issues with crowding and elevator capacity issues. Where those issues exist, we will be encouraging tenants to consider staggering work hours/days or entry/exit timeframes. In the tenant Return to Work survey, we will ask a few questions surrounding your plans for a return to work and look forward to collaborating to identify the best possible solution for a smooth transition.
- Am I required to wear a mask inside my suite?
  - Within your suite, tenants are responsible for outlining and enforcing guidelines around social distancing, use of PPE, work hours, illness monitoring/temperature taking, and other health and safety procedures. We encourage you to adhere to best practices and guidelines outlined by the CDC and local governments.
- How can we rearrange our cubes to adhere to social distancing?
  - We have long standing relationships with a variety of experienced architects, furniture vendors, space planners, and moving companies. In many cases, we may also have available space adjacent to or near your current suite should you desire additional space to facilitate social distancing. Please reach out to your property management team for a full list of these resources, along with any further advice we may be able to offer.
- Can I use building conference rooms to conduct large meetings?
  - In accordance with government mandates, we encourage you to conduct meetings and trainings virtually. If a meeting must be held in person, please contact your property management team to coordinate the use of available conference facilities. Please be aware that those facilities will be limited to groups/meetings as prescribed by local regulations, including social distancing, and will include a fee for additional cleaning.
- What precautions are you taking in amenity spaces such as cafes, conference rooms, and fitness centers?
  - Amenity spaces will be open on a case by case basis in accordance with government regulations for those spaces. In all cases, we will only be opening those areas which can be managed consistent with social distancing requirements and other government recommendations. For those spaces that are open for use, we will be increasing the disinfecting of all areas daily and nightly as well as installing signage and markers to encourage social distancing, installing sneeze guards and lowering the maximum occupancy levels until further notice.