



Returning to your workspace



Our program has been developed in accordance with the standards and guidelines established by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) in response to the COVID-19 pandemic.

Welcome Back

We want to share our sincerest wishes that you & your families have remained safe and healthy during this unprecedented situation. Partnering with you to provide a safe and welcoming environment at work has always been and will continue to be our top priority. We are happy to welcome you back to your offices and share our plans with you.



The COVID-19 pandemic has created dramatic and significant changes to the way each of us has had to adapt our lives and schedules to live and work and the way we will do so in the future. As local guidelines for phased business resumption are under way and limits on indoor occupancy are increasing, we want to share with you what we have done, what

we will continue to do and reassure you that we are ever-vigilant for new processes, procedures and technologies that may help all of us on our quest to remain safe while conducting our business. We also have some guidance for you on what you may want to consider in your spaces as you return to work. **Finally, we want to say Welcome Back!**

WELL Health-Safety Rated



We are proud to have earned the WELL Health-Safety Rating validating the policies and procedures implemented in response to the COVID-19 pandemic.

WELL-HSR is an evidence-based, third-party verified rating for our buildings, focusing on operational policies, maintenance protocols, occupant engagement and emergency plans.



The rating process included an extensive review of over twenty WELL HSR features implemented by Shorenstein recognizing our focus on the health and wellbeing of tenants, visitors and employees.

Shorenstein proactively responded to the circumstances of the pandemic with a multi-faceted approach, which was validated by Green Building Certification Inc. (GBCI) resulting in the WELL HSR Rating.

Look for the digital WELL Health-Safety seal as you enter your building. The digital seal has a QR code that can be scanned to gain more insight into how our building supports the health and safety of our occupants.

- Cleaning and sanitization procedures were reviewed, exceeding the required standards.
- An evaluation of our air and water quality management efforts were assessed.
- Shorenstein was also recognized for providing health service resources which are posted and offered at the property.
- A focus on communicating with, and engaging stakeholders was recognized.
- The submission of emergency preparedness programs was also included in the rating process.



What We Have Done

We have remained at work throughout this crisis to serve our tenants and keep our buildings open. We have worked diligently to keep janitorial, engineering, security & parking services staff engaged and working. We have actively monitored and implemented CDC protocols. We have shared CDC and WHO guidance and education relative to ways to minimize the spread of the disease. We have prepared for tenant re-occupancy by creating and deploying a signage program to educate, encourage hand washing & remind you about the need for social distancing in common areas, elevator lobbies, restrooms & amenity spaces. **We continue to actively engage in dialogue with our tenants.**

What We Have Done (Continued)



Janitorial

We have modified the janitorial scope to include more frequent cleaning of high-touch surfaces in all common areas. We required the use of chemicals certified by the EPA to kill the virus that causes COVID-19. We have deployed existing janitorial staff to clean high-touch areas inside tenant spaces more frequently, regularly clean those areas that are otherwise cleaned monthly, and clean surfaces not routinely included in the nightly scope (printers, copiers, kitchens, refrigerators). We offered tenants the option for janitorial to disinfect their computer keyboards, phones and other individual high-touch areas nightly. We require janitorial providers to follow the protocols created by the CDC in the case of a suspected or confirmed case of COVID-19.



Engineering

The engineering team has remained on site and has continuously maintained the building systems. We have made key changes to the operational strategy of the property that include extending the hours of operation for building ventilation systems and maximizing the use of outdoor air. Shorenstein had deployed filters rated at MERV 13 or better prior to the pandemic and has continued this best practice.



Service Providers

We have required our service providers to implement their pandemic plans, including confirmation that they have sufficient & adequate supply chains; timely notification to us of suspected or confirmed cases of COVID-19 to allow us to implement the required cleaning protocols; and compliance with our requirement for the use of personal protective equipment (PPE).



Lobbies

We have installed social distancing floor markers. Where feasible, we have directed traffic flow in and out to minimize people crossing paths. We have re-arranged furniture and/or implemented signage on furniture to meet social distancing requirements.

Introducing New Measures

In an effort to do what we can to minimize the potential spread of the virus, we have evaluated all facets of the building operation to identify strategies to implement. We have and will continue an active evaluation of operations based on industry best practices and new data and will modify strategies as needed.



Introducing New Measures (Continued)



Elevators

As elevators are critical to moving people through the building, we have worked to evaluate & modify the overall operation in concert with service providers. We have set a capacity limit per elevator and have posted that capacity in the elevator cabs to encourage compliance. We have required the use of masks in elevators, as social distancing is not feasible in these areas. Where feasible, we have modified elevator traffic programming to ensure we can move people as efficiently as possible. We have worked with the elevator service providers to adjust preventive maintenance schedules to ensure that we keep the elevators running consistently. Where possible we have increased fan speed to promote air exchange and we have increased the frequency of cleaning of elevator buttons.



Face mask requirement based on jurisdiction guidelines

Introducing New Measures (Continued)



Restrooms

We have modified the scope to specify the use of EPA-certified chemicals and increased cleaning frequency. Where feasible, we have installed touchless faucets, soap dispensers and flushometers. We have posted signage to encourage hand washing per the CDC recommended methodology.



Construction

Where possible we have designated separate entrances and elevators for work crews. In addition, we have mandated the use of PPE on job sites; have required social distancing while on the job site and in the building; have designated separate restrooms and contractor-supplied cleaning stations for the work crew; and have required contractors to limit job site meetings to required personnel only.



New Technology

We have assembled a task force that is reviewing the products and services that are available today and in the future. Some of the items we have explored include ultraviolet in HVAC systems, touchless systems and disinfecting surface coatings. We will implement those technologies which are proven to be effective.



What You Can Expect to See

Our signage program is geared towards education, local ordinance reminders, traffic flow modifications and visible markers for social distancing. It is designed to assist tenants and visitors with quickly understanding the changes implemented in common areas to help prevent the spread of this virus. Shown here are just some of the signs you will see in your building.



REDUCE YOUR RISK

TAKE SIMPLE STEPS TO REDUCE THE SPREAD OF GERMS

Keep your workstations clean.

Stay home when you are sick.

Wash your hands with soap and water for at least 20 seconds.

Use an alcohol based hand sanitizer with at least 60% alcohol.

Cover your cough or sneeze with a tissue. Then throw the tissue in the trash.

Cough or sneeze into your elbow if you do not have a tissue.

COVID-19 COMPARED TO OTHER COMMON CONDITIONS

SYMPTOM	COVID-19	COMMON COLD	FLU
FEVER	Common	Rare	Common
DRY COUGH	Common	Mild	Common
SHORTNESS OF BREATH	Common	Rare	No
HEADACHES	Sometimes	Rare	Common
ACHES AND PAINS	Sometimes	Common	Common
SORE THROAT	Sometimes	Common	Common
FATIGUE	Sometimes	Sometimes	Common
DIARRHEA	Rare	No	Sometimes*
RUNNY NOSE	Rare	Common	Sometimes
SNEEZING	No	Common	No

*Sometimes for children

SHORENSTEIN

What You Should Do

The CDC recommends that all tenants make a plan to include creation of a program for encouraging sick or potentially-exposed employees to stay at home, including how leave will be handled; timelines for sick or potentially-exposed employees to return to work; physical occupancy in your space; work hours; work shifts; traffic flow in your space; use of shared work equipment & tools; and, use & disinfection of conference areas. *See CDC website for more information & guidance.*

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html



Social Distancing

The CDC recommends adherence to a social distance of 6 feet between individuals as much as possible. While we work to implement social distancing

in common areas, we are also asking tenants to consider ways to do so in their spaces. This may include re-arranging or removing furniture in areas

of assembly, limiting capacity in conferencing facilities, staggering work shifts and requiring the use of face masks when social distancing is not practical.

What You Should Do (Continued)



Stay Home if You Are Sick

The CDC has consistently stated that staying home if you are sick is the best way to prevent the spread of any disease. Many of us feel like we are not carrying our weight at work if we stay home and/or feel like we should only stay home if we are “really” sick. Establishing the expectation in your workplace that staying at home is, in fact, the right thing to do and working to ensure that employees will not worry about the impact on their perceived performance is complicated, but will assist in minimizing the spread of this virus.



Personal Protective Equipment and Hygiene

The CDC recommends the use of personal protective equipment (PPE) to help prevent disease spread—face masks and gloves. Face masks or coverings are especially important where it is not

feasible to socially distance. They also recommend implementation of a personal hygiene program which includes washing hands regularly, thoroughly (including back of hands, under nails and

over wrists), and for at least 20 seconds each time they are washed (try singing Happy Birthday once to help you mark 20 seconds).





Together, We Will Get Through This!

We look forward to continuing to work with you during these challenging & unusual times. This pandemic has, in one way or another, affected each one of us; simultaneously, however, it has also revealed our creativity, resilience and ingenuity. Collectively we can and will craft a path forward that will assuredly be quite different yet will significantly improve our ability to continue to operate our businesses in a safe and thoughtful manner. As we said before, your safety and comfort are our top priorities and we send you our best wishes for your health and safety. **Please reach out to your Property Manager with any questions or comments you have.**