



# RETURN WITH CONFIDENCE

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## COVID-19 Guide

Updated Policies & Procedures // July 2021



# BACKGROUND

Since early March 2020, the building has been operating during regular business hours to allow for essential business employees to work safely in the their offices. Building operations had to be adjusted as most companies decided to allow most of their non-essential personnel to work from home.

This document serves as a resource for your company to use as you consider when and how to reopen your office at 1100 17<sup>th</sup> Street over the coming months. This plan outlines our re-entry plan for the safe return of our Clients, visitors, vendors, contractors, and others. It identifies operational and safety procedures and protocols that have been implemented.

We appreciate your continued personal efforts and cooperation during this difficult time. Our goal is to continue to provide you and your employees with a safe and comfortable work environment.



# WHAT WE HAVE DONE TO DATE

- 1 The building team has kept the building fully operational for our Clients.** Building operations have been adjusted to ensure that they are consistent with the latest public health regulations. Please be assured that the building is open and prepared for occupancy.
- 2 Austerity measures have been implemented to conserve operating expenses.** We appreciate that the pandemic has had dramatic economic consequences. In an effort to conserve operating expenses borne by our Clients, we have carefully reduced expenses while taking care to stay in conformance with lease requirements.
- 3 The fitness center is open.** The fitness center is open to Clients while our cleaning staff continues to perform heightened cleaning in high-touch areas.
- 4 We completed a third-party audit of our janitorial practices.** To evaluate the efficacy of cleaning practices, the third-party evaluated high-touch surfaces such as countertops, door handles, and elevator buttons using adenosine triphosphate sampling and visual inspection based on APPA guidelines.
- 5 We have been carefully tracking the number and location of Clients in the building on a daily basis.** This has allowed us to accurately predict the cleaning staff requirements for the building and the locations that are in need of cleaning on a daily basis.

- 6 All HVAC filters were recently changed** and all building preventative maintenance requirements have been maintained.
- 7 We have been communicating with our Clients leading up to and during the stay-at-home mandate.** We will continue to communicate with Clients on a regular basis with important and relevant information regarding building operations.
- 8 We have notified Clients of confirmed or suspected cases of COVID-19 within the building** and have implemented appropriate protocols in the affected areas.
- 9 All service providers have been required to provide us with their COVID-19 employee procedures and best practices** as well as adjustments to work protocols to prevent the spread of the disease.
- 10 We have closely followed the latest updates from federal, state, and city authorities and recommendations,** as well as guidelines from the Centers for Disease Control (CDC), Environmental Protection Agency (EPA), American Society of Heating, Refrigerating and Air-Condition Engineers (ASHRAE), and other regulatory and public agencies.
- 11 We have earned UL's Verified Health Building Mark.** UL's program is designed to demonstrate that buildings have excellent indoor air quality (IAQ) performance.



# OUR PLAN FOR 1100 17<sup>th</sup> Street

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The following information outlines the overall plan as well as prudent details of the re-entry plan for 1100 17<sup>th</sup> Street.



# BUILDING MASK POLICY

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- Following recent updates to local orders, all individuals are required to wear masks in common areas of the building. The building mask policy will state that “Masks are required in common areas of the building.” Common areas include the lobby, elevators, restrooms, and amenity spaces such as the fitness center and roof deck.
- Masks will still be required for building personnel, contractors and delivery staff in common areas and Client suites.





# BUILDING PERSONNEL



# BUILDING PERSONNEL

- All building staff have been provided with the appropriate level of PPE including face masks.
- We will continue to require that building personnel wear masks in common areas and within Client suites.
- We have communicated on a daily basis with building staff on appropriate procedures and protocols to prevent exposure to the virus.
- If a staff member, or staff family member tests positive for COVID-19, we will practice non-discriminatory and CDC-based criteria to determine when it is safe for the staff member to return to work. Building staff have been instructed to stay home if they are ill.

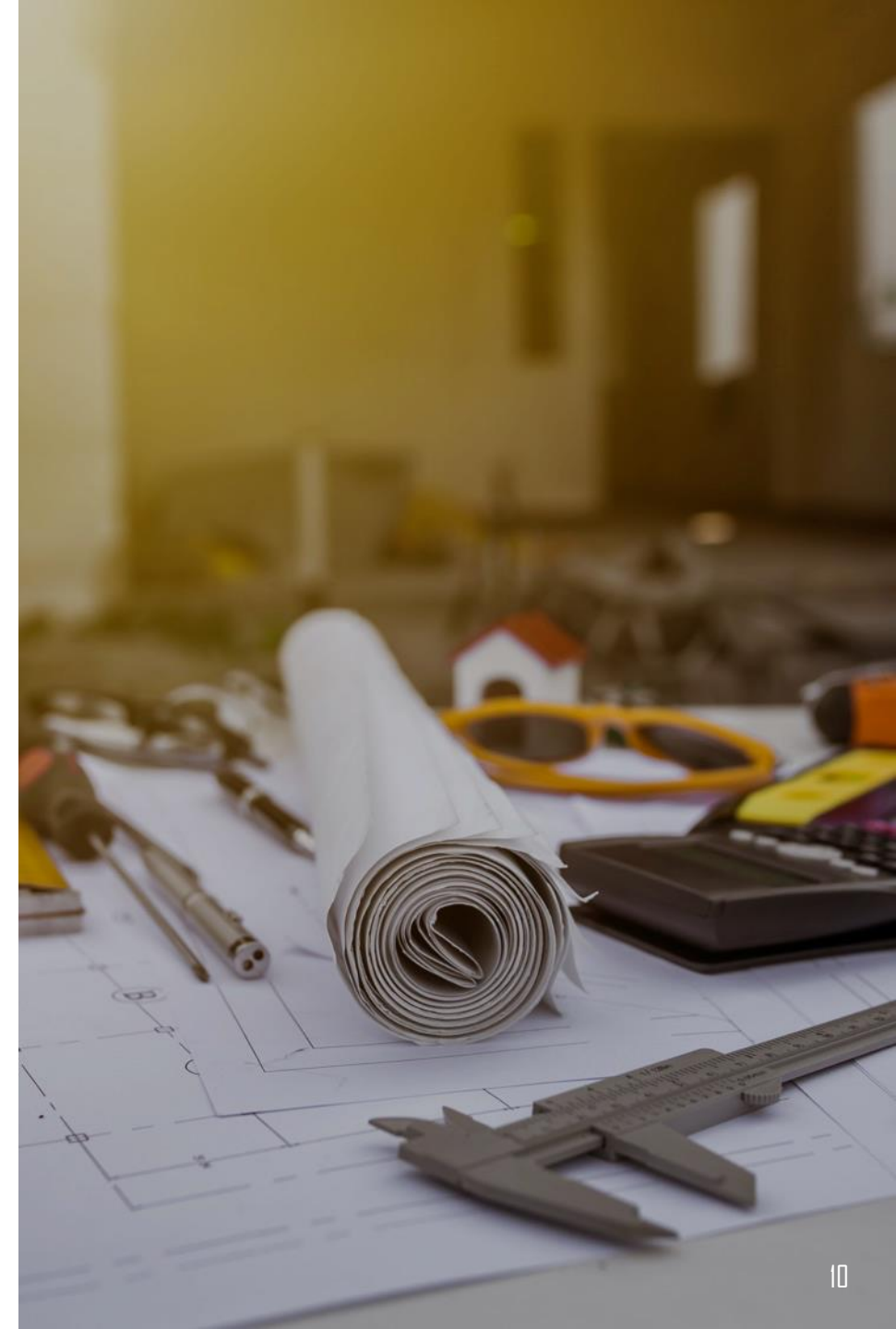




# VENDOR MANAGEMENT & CONTRACTORS

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- All contractors and vendors entering the building are required to wear face protection.
- Akridge requires all its vendors to submit a COVID-19 procedures compliance document prior to work being scheduled or completed. It is recommended Clients require their contracted vendors to do the same.





# SECURITY & BUILDING ACCESS

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- All visitors must report to the lobby desk.
- Plexiglass barriers have been installed at the security desk.
- Use of the visitor management system linked to the security desk is strongly recommended. For information regarding the use of this system, please contact your property manager.
- Hand sanitizer is available at building entry points.





# SIGNAGE

# SIGNAGE

- Consistent with CDC guidance, most social distancing and capacity-limiting signage has been removed.
- New guidelines, recommendations, and policies have been clearly posted in the main lobby, loading dock, and parking valet area.





# CLEANING

# CLEANING

- We completed a third-party audit of our janitorial practices. To evaluate the efficacy of cleaning practices, the third-party evaluated high-touch surfaces such as countertops, door handles, and elevator buttons using adenosine triphosphate sampling and visual inspection based on APPA guidelines
- The janitorial contractor, Pioneer Services, are following EPA, CDC, and other government approved guidelines, recommendations, and directions for cleaning products, procedures, dwell times, and protocols. Products used by Pioneer Services are hospital grade and have been approved or recommended by the EPA and CDC.
- Employees of Pioneer Services have received new or refresher training on cleaning protocols and proper use of disinfectants and have been supplied with the appropriate level of PPE.
- We are closely monitoring occupancy levels of the building and as occupancy levels increase, cleaning staff levels will be modified appropriately. Cleaning schedules will also be closely monitored and may be adjusted to allow proper levels of cleaning at the appropriate times.
- We have been routinely operating water systems, toilets, faucets, and floor drains to avoid the accumulation of biofilm and other bacteria.
- The frequency of cleaning and use of disinfectant in high-touch common areas of the building, such as the atrium, security desk, elevator lobbies, elevator interiors, buttons and surfaces, restrooms, door knobs, switch plates, handrails, counters, and other frequently touched surfaces will remain at an increased level.
- If a Client or visitor to Clients' suites becomes ill or tests positive for COVID-19, it is recommended a deep cleaning of the Clients' suite be performed at the Client's expense.





# VERTICAL TRANSPORTATION

# VERTICAL TRANSPORTATION

- In accordance with updated local orders, the building will no longer enforce capacity limits in the elevator cabs.
- Stairwells can be used to exit the building to limit travel in elevators.
- Elevators are being cleaned with disinfectant throughout the day as well as in the evening.
- Routine elevator maintenance has continually been performed.





# COMMON AREAS



## CONFERENCE CENTER

- The conference center is available for Client use.



## LOBBY

- Lobby events are permitted for Client use.



## BIKE ROOM

- The bike room remains open.



# FITNESS CENTER

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- The fitness center is open for Client use.
- All users are to wipe down equipment with disinfectant wipes after each use. Disinfectant wipes will be provided in the fitness center.
- The showers and locker rooms remain open. Towel service is currently provided.
- The water cooler remains available.
- The workout area and locker rooms are cleaned nightly with the use of disinfectant.





# Indoor Air Quality & HVAC

# HVAC

- As always, compliance with ASHRAE standards have been closely followed.
- The fresh-air intake for the building complies with or exceeds ASHRAE standards.
- We continue to use the highest level of MERV filters that the HVAC equipment can accommodate.
- All filters have been and will continue to be changed on a regular basis.
- Routine preventative maintenance has been and will continue to be performed.

## Indoor Air Quality

- The building recently earned the UL Verified Healthy Building for Indoor Air Mark.
- UL's program is designed to demonstrate that buildings have excellent indoor air quality (IAQ) performance.
- To achieve the UL Healthy Building for Indoor Air Verification Mark, the building participated in an extensive audit and underwent a site visit that included visual inspections and performance testing.

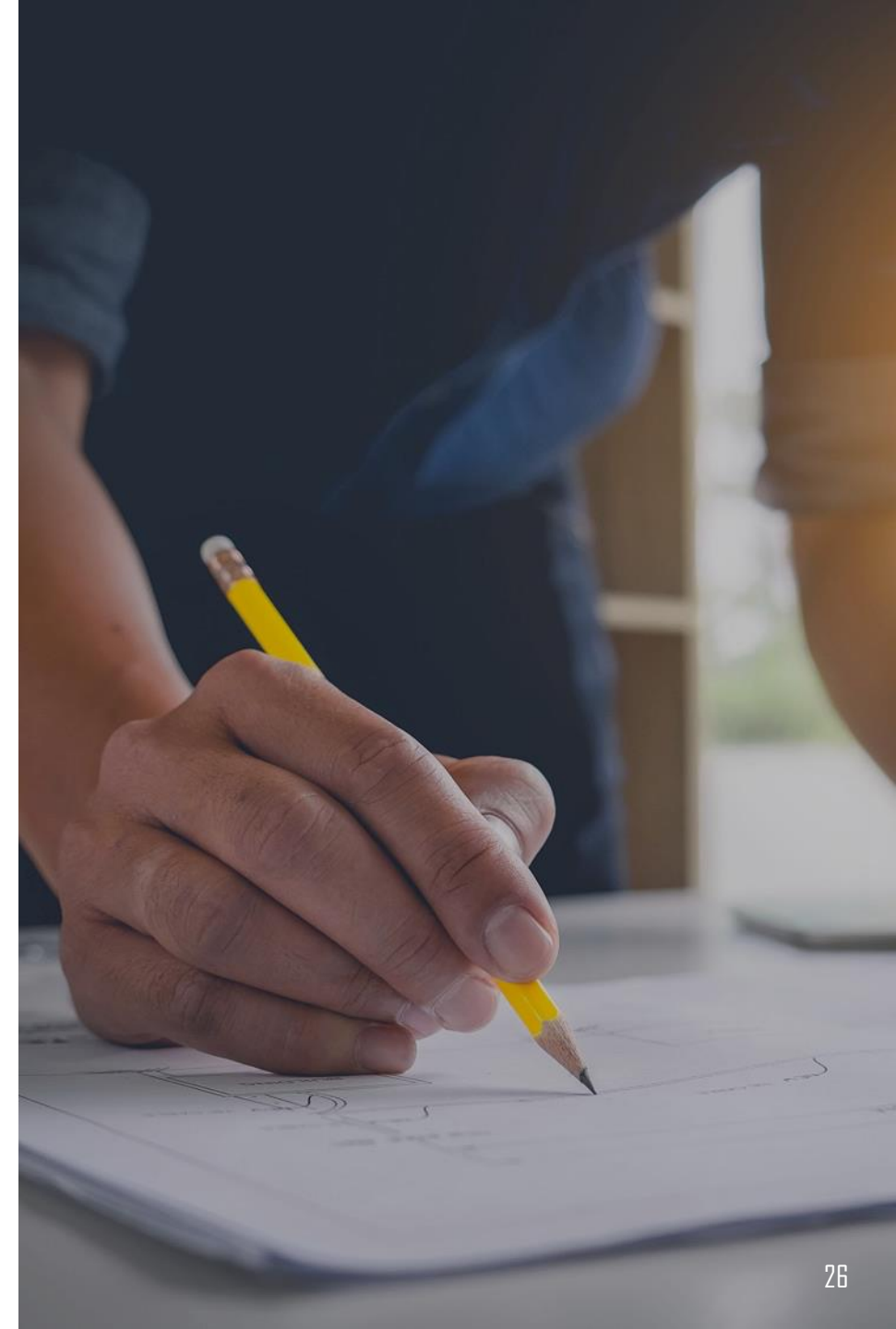




# CONSTRUCTION

# CONSTRUCTION

- All pre-established building rules and regulations related to construction will continue to apply to the work currently under way.
- The contractors have been instructed to ensure that all of its employees and the employees of all subcontractors strictly adhere to building policies. All construction workers must wear face protection at all times.
- If you observe that construction workers are not complying with policies or not wearing face protection, please contact your property manager.
- The contractors performing work have been required to provide their COVID-19 compliance procedures.
- If an employee or vendor of a contractor tests positive for COVID-19, you will be informed.
- If an employee or vendor of a contractor tests positive for COVID-19, the contractor will be responsible for ensuring that the proper level of disinfectant cleaning of the affected areas occurs.
- If an employee or vendor of a contractor tests positive for COVID-19, we may require the work to be suspended to allow for the appropriate quarantine period.

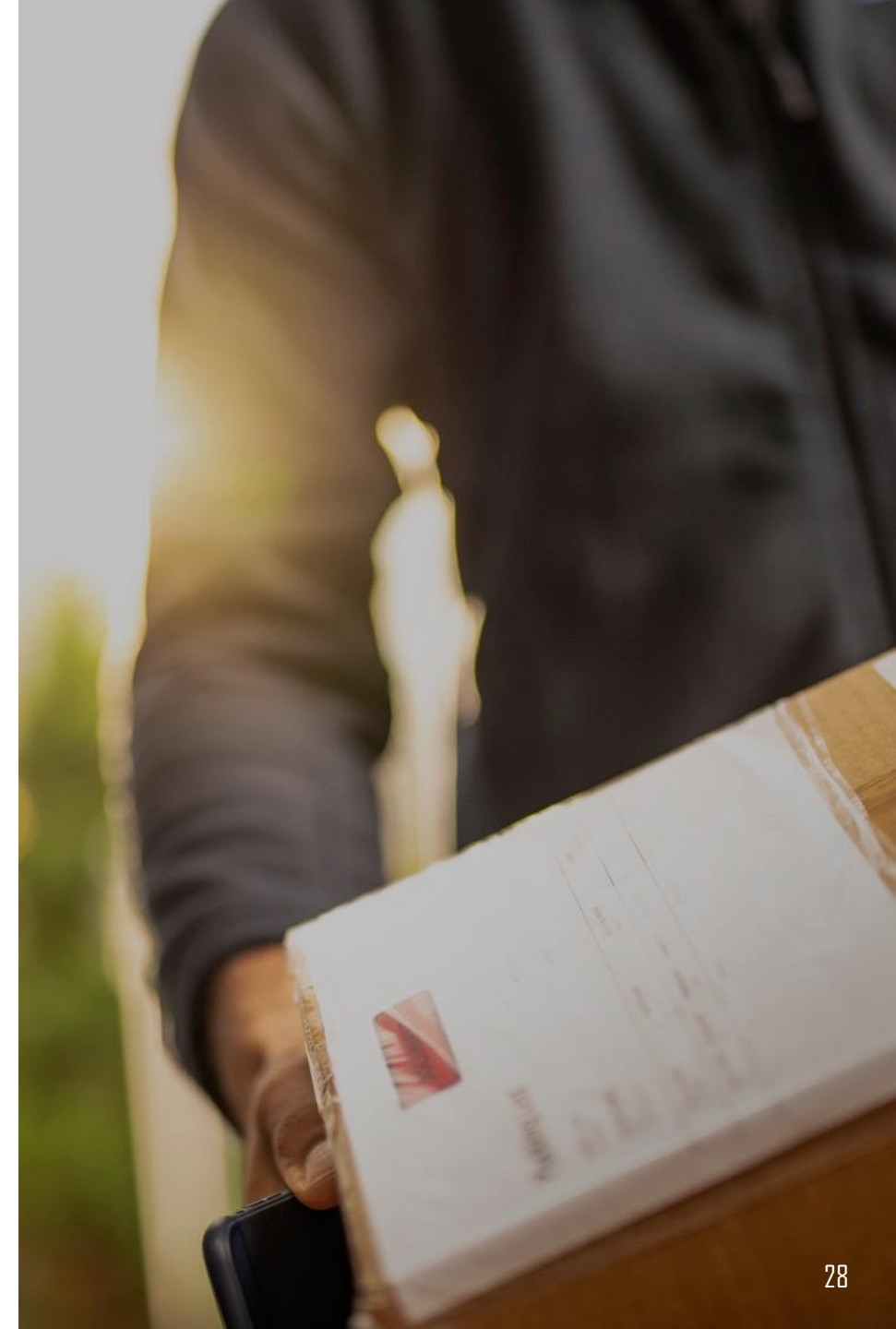




# DELIVERIES

# DELIVERIES

- All delivery personnel must wear face protection and will be denied access to the building for failing to comply with this requirement.
- Mail delivery is being made directly to the Client suite.
- FEDEX and UPS pickups continue to occur from the Client suites. FEDEX and UPS workers are required to wear face protection.
- Larger deliveries which require use of the loading dock still need to be scheduled through Property Management.





# COMMUNICATION

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- We will continue to communicate with you frequently. We expect circumstances to change, and we will do our best to keep you updated.
- Updates with changes to our protocols will be posted on the [building website](#).
- Encourage your staff to sign up for our instant alert notifications through Electronic Tenant Solutions. This allows us to transmit emergency information to many people at one time. We promise not to spam you! This system is used only to transmit relevant or emergency information in a timely manner. Please visit our [Client Center](#) to sign up!
- Please provide us with any changes to the emergency contacts within your organization.





# WHAT YOU CAN DO TO HELP

1

We appreciate your patience. We are learning and adjusting our plan as circumstances change and new information becomes available.

2

Share this information with your staff so that they will know what to expect if they return to work.

3

Please reach out to us if you need assistance. We are here to help. Your input and suggestions are valuable. We want to work closely with you to ensure we are providing you and your employees with a safe and comfortable work environment.



# CLIENT RECOMMENDATIONS

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## STAFFING AND VENDOR MANAGEMENT

- Akridge takes each employee's temperature and ask them to self-certify that they are free of symptoms. We highly recommend that you consider a policy to take staff temperatures upon entering your suite. These policies are most effective when all Clients within a building enact them for their employees.
- Strictly enforce health policies with all employees and vendors.
- Limit contractor work to essential only.

## ARCHITECTURAL

- Install an acrylic separator at reception.
- Engage with an architect or furniture consultant to change open work areas.

## CLEANING

- Provide guidance to staff to disinfect their work areas including office doors and light switches.
- The building cleaners deep clean the common areas but do not disinfect inside Client suites except high-touch surfaces.
- Procure and install supplies to support good hygiene and cleaning practices.



# CLIENT RECOMMENDATIONS

## MEETING SPACES

- Establish policies for meeting spaces and common areas.

## ADMINISTRATIVE

- Update visitor policies
- Consider establishing a reservation system.
- Consider rules regarding use of kitchen.
- Consider hiring a certified industrial hygienist to perform a health sampling of your space.





# RESOURCES

# RESOURCES

- As you prepare your reentry plan, you may consider having your space evaluated by an architect. We can provide the names of trusted architects to you. One recommendation is as follows:

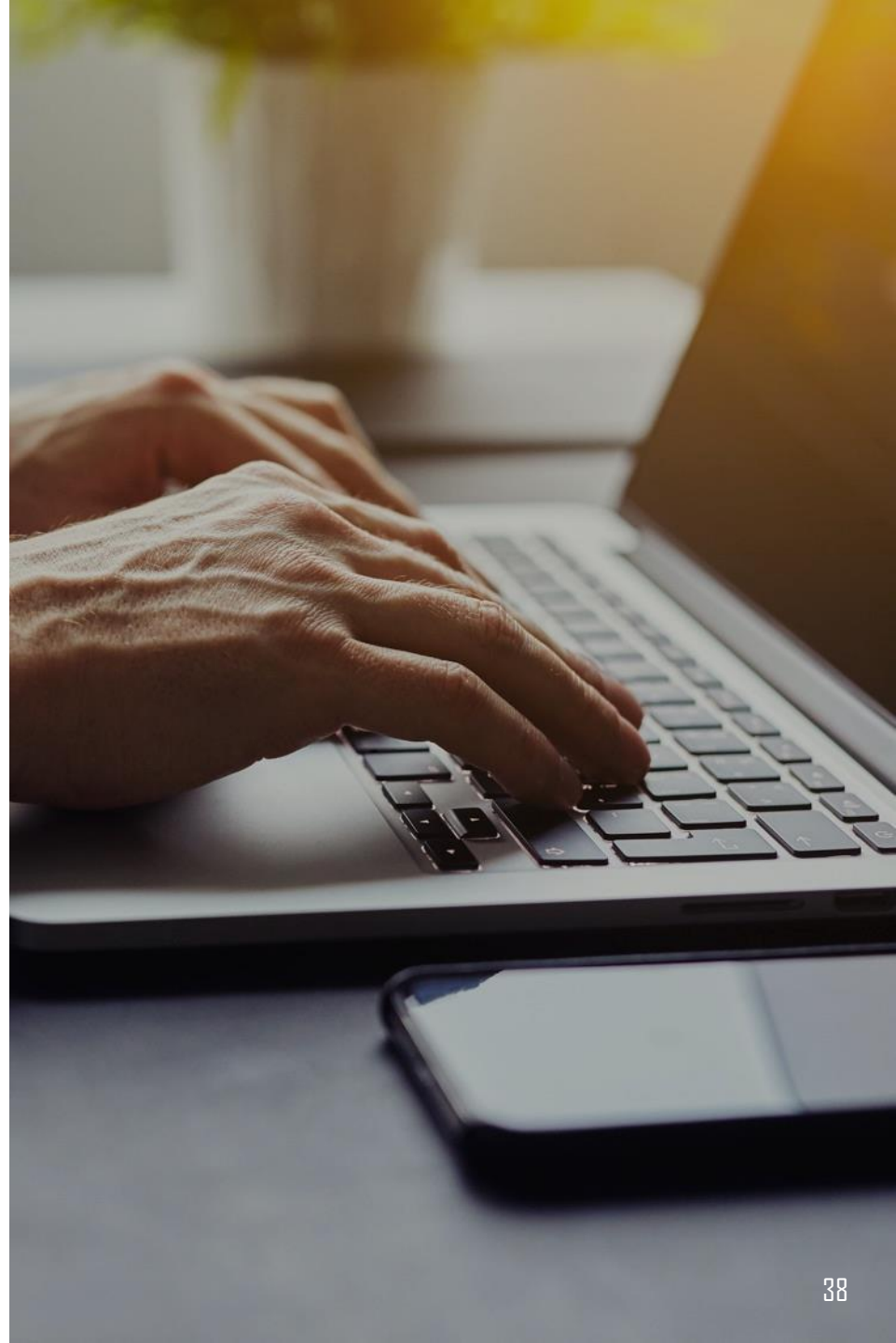
Ania Leeson  
OTJ Architects  
[aleeson@otj.com](mailto:aleeson@otj.com)  
202.621.1353

- We are happy to provide resources for social distancing signage within your space. One signage recommendation is as follows:

Guy Bami  
Gelberg Signs  
[guy@gelbergsigns.com](mailto:guy@gelbergsigns.com)  
202.882.7733 x222

- The following group has been most helpful with plexiglass installations:

Agam Group  
Kayla Gott  
[kgott@agam.com](mailto:kgott@agam.com)  
443.459.5608



# PROPERTY MANAGER INFORMATION

BUILDING: 1100 17<sup>th</sup> Street

CONTACT: Kathryn Brand

PHONE: 970.690.4366

EMAIL: [kbrand@akridge.com](mailto:kbrand@akridge.com)

Thank you for safely returning to the  
office in a post-COVID-19 world.

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*Invested.*

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