

We are pleased to begin welcoming many of you back to office spaces as restrictions are lifted in relation to COVID-19. As you look to return to office, we have received several questions regarding operations and procedures that are in place in compliance with CDC guidelines related to COVID-19. Below you will find a question and answer style document that should answer most of your questions for you and your employees as you return to office. As always, if you have any further questions or concerns, please contact your property manager.

### **Building Common Areas:**

Will building entrance and exit doors be limited?

- Tenants, guests and visitors will not be asked to use specific entry and exit doors to access buildings.
- To reduce the spread of germs, high touch-point common areas including door handles are being cleaned with disinfectants at least twice daily.
- Building occupants are encouraged to wear a face covering when entering common areas, wash hands frequently, and use the hand sanitizing stations placed in lobbies.

What security protocols are in place to limit access to buildings?

- Current information indicates that the return to office will be slow and limited over the next several months.
- Buildings are limited to key card access only.

Is there screening and testing in place for people entering buildings?

- Nationwide employees and contractors are required to conduct self-well-checks and take their temperatures before reporting to our office and work sites.
- We encourage tenants to monitor their own employees and staff and practice CDC guidelines regarding monitoring and distancing.

Are masks or other personal protective equipment required while in buildings?

- Nationwide employees and contractors are required to wear face coverings while conducting work in common areas and tenant areas (whether occupied or not by a tenant).
- Building occupants are encouraged to wear face coverings in all common areas.

What enhanced procedures are in place in common areas, lobbies, and elevators?

- High touch-point common areas are being cleaned with disinfectants at least twice daily.
- Common area furniture has been removed from building lobbies.
- Janitorial staff, engineers and contractors are required to wear masks when conducting services in tenant spaces.
- Nationwide personnel and contractors performing work in buildings will continue to adhere to the recommended CDC guidelines with respect to daily self-checks and health related reporting requirements.

- We have increased outside airflow to our buildings as a step to bring additional fresh air inside, which the CDC recommends during this time.
- Air filtration on rooftop units and heat pumps will be enhanced to MERV 13 filters; with filter changes occurring quarterly.
- All common areas include signage requesting employees/visitors to observe 6' social distancing guidelines.
- Common area hot water temperatures have been checked and adjusted as necessary to bring them up to maximum levels allowed by code.
- Drinking fountains have been temporarily disabled in common areas until further notice to reduce the spread of germs.
- Vending machines in common areas have been temporarily disconnected.
- Main floor lobbies are equipped with hand sanitizing stations.
- Elevator capacity is limited to 2 people to support social distancing.
  - The stairwells are available as an alternative for those willing and able.
- Soap in the restroom dispensers are compliant with CDC handwashing best practices.
  - Handwashing instructions are posted in all common area bathrooms to encourage appropriate cleansing techniques to combat the spread of germs.
- Additional trash receptacles have been placed in all restrooms near the exit door to limit door handle touch points.

Will signage be posted related to COVID-19 safety protocols?

- Signage is posted at all building entrances, interiors and exteriors of elevators, in all restrooms, as well as the lobbies of all floors encouraging social distancing, the wearing of face coverings, limiting elevator capacity, and hand washing best practices.

What are retailers and restaurants doing to practice social distancing within their establishments?

- Each retailer and restaurant is responsible for establishing social distancing protocols consistent with local ordinances.

### **Cleaning/Sanitizing in Tenant Areas**

Are tenant suites being cleaned and disinfected prior to tenants reoccupying their office space?

- Spaces were cleaned as tenants moved to a work remote environment.
- Based on CDC guidelines that state COVID-19 cannot survive in dormant spaces for more than 14 days, spaces will not be cleaned again prior to re-occupancy.
- If a tenant would like enhanced cleaning services prior to re-occupancy, please contact your property manager.

Are there any changes to the standard cleaning of tenant spaces, copy room equipment and other high touch surfaces?

- The enhanced scope of cleaning services includes disinfecting all hard surface common area touch points within a tenant space each evening.
- The common area spaces include kitchen counters, conference room tables and break rooms.
- Please contact your property manager for any additional cleaning desired within your suite.

Will a suite be cleaned if an occupant tests positive for COVID-19?

- The suite will be thoroughly cleaned and all common areas that the infected individual came in contact with will also be disinfected in compliance with CDC guidelines.
- Immediately notify your property manager if an individual tests positive for COVID-19 so appropriate actions can be taken.

### **Building Operations and Related Personnel**

What are the guidelines for entering tenant spaces?

- Contractors hired by Nationwide Realty Investors (other than cleaning contractors) are not permitted to enter a tenant suite without a Nationwide representative present.
- Nationwide Realty Investors employees will only enter a tenant suite if requested to do so via the 360 work-order system.

What is the safety protocol for maintenance staff and outside contractors (masks, gloves, etc.)?

- All Nationwide employees and contractors hired to conduct business in its facilities are required to conduct daily wellness and temperature checks before reporting to work.
- 6' social distancing is to be maintained at all times.
- Masks are required to be worn in all common areas and tenant areas (whether occupied or not).
- Hands must be washed or sanitized before AND after entering the building and or tenant space.
- Gloves are not required; however, if gloves are worn, they should be discarded between each service call and or each entry into a tenant space.
- Gator and golf cart capacity is limited to one individual at a time.

What are the procedures for maintenance staff and outside contractors for cleaning machinery, equipment and tools?

- All Nationwide employees and contractors are required to wipe shared machinery, equipment and tools with disinfectant before and after each use.
- Where possible, the sharing of machinery, equipment and tools should be limited.

How will emergency evacuation drills be conducted to incorporate physical distancing and other precautionary measures?

- There are no emergency evacuation drills scheduled for the immediate future.
- If the need arises to have an evacuation drill in the future due to prolonged alternative working environments, your office manager will be contacted with virtual meeting plans to review the evacuation protocol for your specific office suite.

How will information be shared with tenants in the event of a suspected or confirmed case of COVID-19 in the building?

- If Nationwide Realty Investors is notified of a confirmed case of COVID-19 in a multi-tenant building, Nationwide Realty Investors will notify the tenant contact of record of each tenant in the building immediately and assist the tenant in performing any and all necessary CDC approved protocols to clean and prepare for re-occupancy.

- Cleaning services will be deployed in common areas of the building in compliance with CDC guidelines.

If a confirmed case of COVID-19 is identified in a multi-tenant building, will all businesses in the building be asked to temporarily work elsewhere while cleaning and disinfecting takes place?

- All tenants impacted by a positive COVID-19 test will be immediately notified by property management.
- Factors such as; the type of business, job function of the individual infected with COVID-19, layout of the tenant space, and positioning within the building will dictate how tenants might be asked to temporarily work remotely during the disinfecting and cleaning of the contaminated spaces.
- Cleaning will be completed in the space to prepare the space for re-occupancy in accordance with CDC guidelines.

Will there be any changes to loading dock areas/procedures?

- 6' social distancing and face coverings are required at all loading facility areas.

Will Nationwide Realty Investors flush water systems if they have been unused or shut off for an extended period of time?

- Yes, please provide your property manager with reasonable advance notice of your intention to re-occupy the premises, and Nationwide Realty Investors will activate and flush water systems prior to re-occupancy.

## HVAC

What changes are being made to HVAC systems in buildings?

- All HVAC systems are programmed to run 24 hours per day, seven days per week in order to increase the frequency of air exchange in the building.
- All HVAC systems (where mechanically possible) have been programmed to allow for increased outside airflow as a step to bring additional fresh air inside, which the CDC recommends during this time.
- Air filtration on rooftop units and heat pumps will be enhanced to MERV 13 filters; with filter changes occurring quarterly.
- All HVAC operational changes that are being implemented are consistent with the latest information and recommendations available from OSHA, CDC and ASHRAE.

## Parking

What changes are in place in parking lots and garages?

- Elevator capacity is limited to two persons per cab at a time to accommodate 6' social distancing.
  - The stairwells are always available to use as an alternative for those willing and able.

- Social distancing signage is installed at all elevator parking garage lobbies.
- High touch-point common areas will be cleaned with disinfectants each hour during normal business operations.
  - Locations include: elevator buttons, elevator doors, elevator interior cabs, stairway handrails, and door handles and knobs.
- Hand sanitizing stations are located at elevator parking garage lobbies.
- The LAZ Parking office at 155 Nationwide Blvd., is open and accepting customer walk-ins, which are limited to one customer in the office at a time.
- The recommended way to contact LAZ Parking is by email at [arenadistrictparking@lazparking.com](mailto:arenadistrictparking@lazparking.com) or by calling 614-469-5030.

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