

As we continue to navigate through the pandemic in the new year, we would like to provide you with the current building operating procedures, policies and best practices in alignment with [CDC](#) guidelines related to COVID-19. We will continue to monitor and update you of these policies in line with any CDC recommended changes. If you have any further questions or concerns, please do not hesitate to contact your property manager.

## **Building Operations**

### Building Access

- Current information indicates the return to office will be gradual over the coming months. All buildings will continue to remain limited to keycard access only for building security. Visitor access will need to be coordinated.
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- Tenants, guests and visitors will not be asked to use specific entry and exit doors.
- There is no screening or testing in place for those entering the buildings. We encourage tenants to monitor their own employees, staff and visitors, and practice CDC guidelines regarding monitoring and distancing.

### Tenant Suite Access

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

### Mask Wearing

- Tenants and visitors are required to wear face coverings while in the common areas of our buildings.
  - Masks should fully cover both the nose and mouth.
- Nationwide Realty Investors employees and all contracted vendors will adhere to the mask requirement while in the common areas and within tenant spaces, whether occupied or not by a tenant.

### Building Signage

- The following signage has been installed within our building common areas:
  - Entrances – 6 ft. social distancing and mask requirement
  - Lobbies – 6 ft. social distancing, mask requirement, and symptom information/reporting requirements
  - Elevators – capacity limits – 2 individuals to allow for social distancing
  - Restrooms – handwashing instructions

### Enhanced Cleaning

- Day Cleaning:
  - All common area high touch-point surfaces are cleaned with a viral disinfectant twice daily – once in the morning and once in the afternoon.
    - Surfaces include entrance door handles, elevator touchpoints, stairwell doors and railings, restroom doors and fixtures.
- Night Cleaning:
  - The enhanced scope of cleaning services includes disinfecting nightly all common area hard surfaces within tenant spaces.
    - Surfaces include kitchens, conference rooms, and break room areas.
- If your office requires additional enhanced sanitization, please contact your property manager for assistance.

#### Building Amenities

- Hand sanitizer stations have been installed in each lobby for tenant and visitor use.
- Vending machines in common areas have been temporarily disconnected.
- Drinking fountains in the common areas have been temporarily disabled until further notice to reduce the spread of germs.
- Common area furniture has been temporarily removed from buildings.

#### HVAC Operations

- All HVAC systems are programmed to run 24/7 to increase the frequency of air exchange in the building.
- HVAC systems (where mechanically possible) have been programmed to allow for increased outside air intake as a step to bring in additional fresh air, which the CDC recommends during this time.
- Air filtration on rooftop units and heat pumps have been 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.

#### Water Supply Management

- Due to low level occupancies, water systems will be flushed weekly if unused or shut.

#### Elevators

- Elevator capacity is limited to 2 individuals to allow for social distancing.
  - Stairwells are available as an alternative for those willing and able.

#### Restrooms

- Soap in the restroom dispensers are compliant with CDC handwashing best practices.
  - Handwashing instructions are posted in all common area restrooms 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 touchpoints.

- Common area hot water temperatures have been checked and adjusted as necessary to bring them up to maximum levels allowed by code.

### Parking Garages

- Elevator capacity is limited to two individuals 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, door handles and knobs.
- Hand sanitizing stations are located at elevator parking garage lobbies.
- The LAZ Parking office, located 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.

### COVID-19 – Q+A

What should you do if someone tests positive for COVID-19 and has been in your office building?

1. Notify local public health officials.
2. Advise your property manager by phone or email immediately.
3. Our response will be consistent with [CDC guidelines](#) for environmental cleaning and disinfection recommendations as outlined in this [link](#), and may vary by circumstance.

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 immediately notify the tenant contact of record of each tenant in the building 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.

What is the COVID-19 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 maintain 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.

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

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

What are retailers and restaurants doing to practice social distancing within their establishments during COVID-19?

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

What are ways you can help reduce the spread of COVID-19?

- Wear a mask and practice social distancing of 6 ft. to protect yourself and others.
- If you are experiencing symptoms including fever, cough, sneezing, or any respiratory difficulties, stay home and contact your healthcare professional.
- Limit visitors and non-essential courier services to buildings, such as food delivery. If you are having food delivered, please plan to meet the courier near the outdoor entryway of your office building to limit outside persons from entering the building.