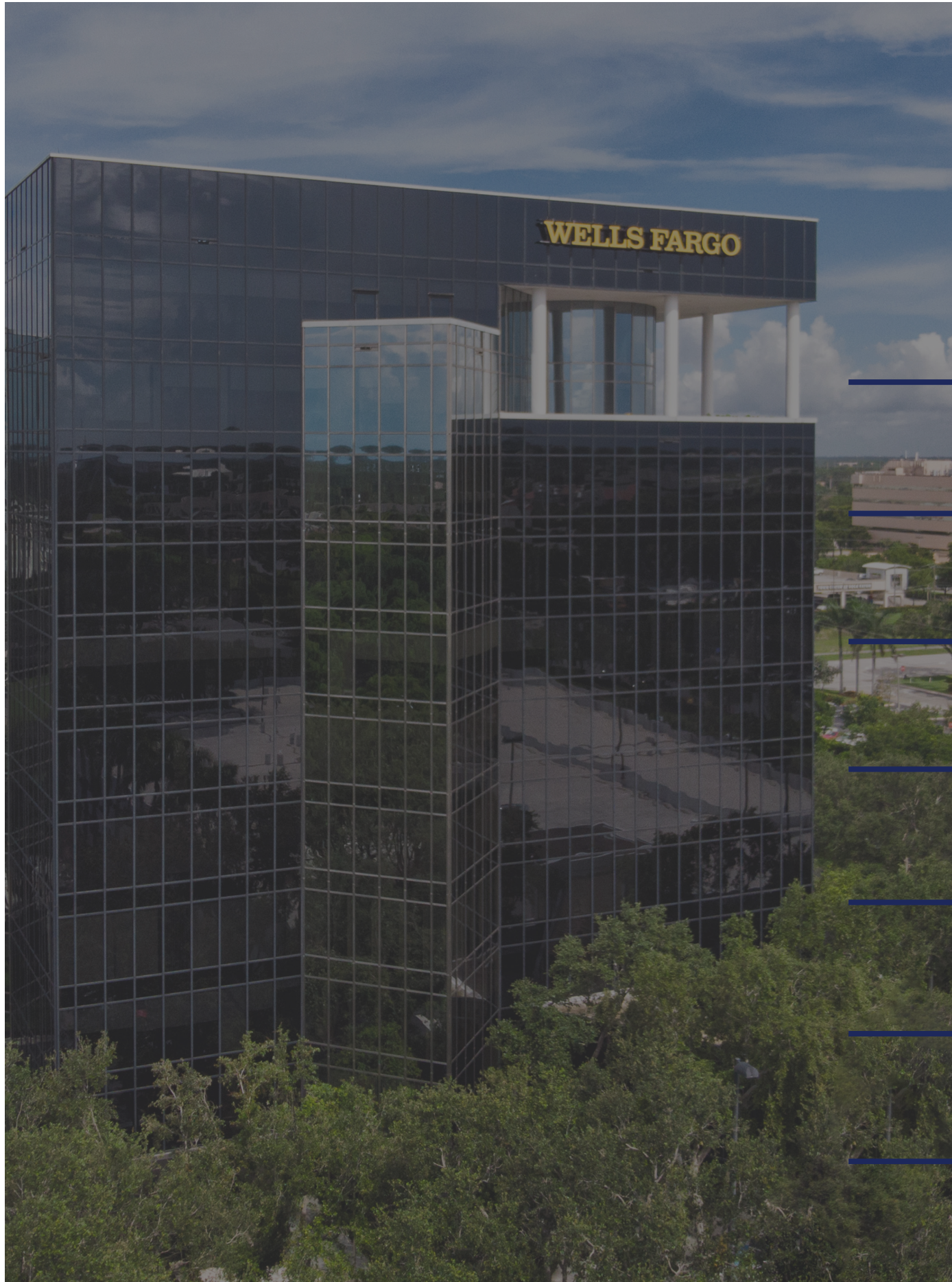




# REMOBILIZATION PROTOCOLS





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# OVERVIEW

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# OVERVIEW

This document is a guide for Crocker Partners' staff, tenants, visitors, and vendors to maintain safe working environments throughout the 11 million square feet we manage. These policies have been established by the Crocker Partners Remobilization Task Force, headed by our Director of Environmental Health and Wellness, Dr. Walter Okoroanyanwu, and composed of representatives from our regional property management teams and engineers and in consultation with our vendors and contractors. All task force members have completed a contact tracing course via Johns Hopkins University.

The Task Force established the protocols detailed in this guide based on industry organizations, the state, city and county authorities, guidance from the CDC, WHO, OSHA, EPA, and other regulatory and public health agencies. Direct links to their guidelines can be found on the final page of this document.



# SECTION 1

## Operations and Building Modifications

# SECTION 1

### EMPLOYEE SAFETY

Crocker employees working on-site during COVID-19 will be provided with:

- Personal Protective Equipment (PPE) such as masks and gloves
- Proper training in the fitting, wearing and using of PPE as well as safe removal, sanitizing and disposal
- Requirements for hand washing and social distancing

After use, employee should dispose of PPE designed for single use. After removing PPE, staff should wash their hands immediately for at least 20 seconds, adhering to [World Health Organization PPE removal guidelines](#).

### PPE AND SUPPLIES

Management teams will conduct weekly inventory of PPE equipment to ensure supply levels are aligned with forecasted employee attendance with additional materials in reserve to support tenants in need of proper protection. For tenants, visitors and employees using single-use PPE, receptacles will be made available in main lobbies and entrances.

### BUILDING SYSTEMS

Every Crocker Partners building has remained open throughout the pandemic and all maintenance has continued under daily, weekly, monthly, and quarterly preventative maintenance schedules with a “business-as-usual” mentality.

### ELECTRICAL SYSTEMS

- Adjusted lighting operations, where applicable
- Replaced common area, parking lot and exterior lighting as needed
- Modified tenant lighting schedules as tenants return

### ELEVATOR SYSTEMS

- Reviewed elevator needs for normal building operations
- Reviewed operations with elevator contractor for loading guidelines

# SECTION 1

## Continued

### FIRE-LIFE SAFETY AND EMERGENCY SYSTEMS

Checked all systems for proper operation and ensured all inspections were current for:

- Fire alarm system
- Sprinkler system
- Generator  
(Transfer switch, fuel systems)

### PLUMBING SYSTEMS

- Conducted a full-service clean on each unused room/common area space
- Cleaned ice machines, coffee pots and/or water dispensers, and emptied reservoirs in building common areas
- Ensured all flush valves and faucets were fully functional
- Conducted full-service inspection of all restrooms
- Regularly run water fixtures at full for no more than five minutes to flush the systems. Flush each toilet twice
- Changed filters on domestic water filtration systems, where applicable
- Verified operation and cleaned all sump and ejector pump systems
- Verified operation of all deodorizers and sanitizing systems
- Inspected all open site drains and primed all traps



### HVAC AND MECHANICAL

- Checked all chilled water loops for proper chemical treatment levels
- Sanitized and serviced all air handling units
- When replacing air filters (including HEPA filters):
  - Used proper safety procedures and PPE
  - Did not use compressed air to clean the filters, which would allow materials in the filter to become airborne
  - Properly disposed of used filters and PPE in a sealed plastic bag
  - Cleaned hands once task was complete
- Minimized exposure to building interior areas when removing old filters from the site
- Worked with water treatment service providers to ensure chemical levels were within defined ranges for cooling towers, closed water systems, water features, etc.
- Building engineers should verify the operation of mechanical systems and restore all sequences, set points and schedules modified during initial rollback of operations

### FUTURE ENHANCEMENTS UNDER REVIEW

The following options are currently being evaluated for feasibility and effectiveness:

- Increase frequency of replacing air filters. Refer to manufacturers' recommendations and guidance for filter selection. Use the highest efficiency rated filter recommended/allowed by the manufacturer (MERV rating) and approved by property management
- Adopting air and coil cleaning technology used by leading hospitals across the US
- Cleaning outside air dampers and filters for outside air intake and pre-filter air-handling
- Motion activated building entry doors
- Upgrading restroom devices to touch-free/hands-free options
- Addition of self-cleaning, antimicrobial surfaces such as Nanoseptic handle wraps and elevator buttons

# SECTION 2

## Exposure Protocols



# SECTION 2

### (A) If You Test Positive

1. Immediately inform your property manager
2. Isolate for a minimum of 10 days
3. Get a second test when you show no present symptoms
4. Continue **(E)**
5. Return to work if second test is negative
6. If results are positive, continue isolation for 10 days
7. Test again

### (B) If You Have Symptoms\*

1. Isolate
2. Get a test
3. Remain in isolation until your test comes back negative
4. If symptoms persist after a negative test result, continue isolation, get tested again, repeat until symptoms are no longer present and test comes back negative
5. Continue **(E)**

### (C) If You've Been Exposed\*\* to a Positive Case

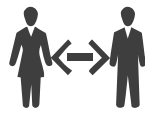
1. Quarantine for 10 consecutive days from initial contact date
2. Get a test as soon as possible
3. Watch for symptoms
4. Follow preventative measures and CDC guidelines **(E)**
5. Refer to **(B)** if you have symptoms
6. Refer to **(A)** if you test positive
7. On the 11th day take another test. If the results are negative with no reoccurring symptoms, we suggest discontinuing quarantine and returning to work

### Preventative Measures (E)

1. Always wear a mask
2. Practice social distancing
3. Avoid crowds
4. Wash hands/use hand sanitizer often
5. If symptoms develop go to **(B)**
6. If you come in contact with a positive person go to **(C)**

\*Per CDC guidelines, common symptoms of COVID-19 may include loss of taste/smell, fever, dry cough, and headache, among others. If you think you may be experiencing symptoms, you are encouraged to check [CDC guidelines](#) as symptoms are continuously updated.

\*\*According to CDC update effective October 21, a person is considered to have been exposed to a positive case if he/she has been within 6-feet of someone who receives a COVID positive test for a total of 15 minutes or longer over a 24-hour period, regardless of whether the person was showing symptoms or if both persons were wearing a face mask. We recommend you avoid all contact with people who have confirmed positive cases or show symptoms and take a test if you were exposed to one in any capacity for any length of time.

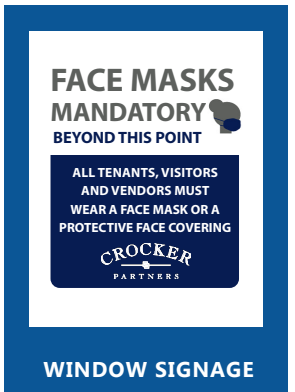


# SECTION 3

## Signage

# SECTION 3

Below is an overview of the approved corporate safety signage package. Every building will require a tailored signage program based on number of buildings, elevator cab size, parking structure, entry/exit points, amenities and other considerations. If additional signage is needed outside of this collection, consult with Crocker Partners Marketing Director to ensure corporate consistency.





# SECTION 4

## Physical Distancing

# SECTION 4

According to the CDC, COVID-19 spreads among people who are within six feet for a prolonged period of time. When an infected person coughs, sneezes, or speaks, droplets from the mouth or nose can transfer to nearby persons. Recent studies indicate that asymptomatic people play a major role in the spread of COVID-19.

Physical distancing, also called “social distancing,” is considered keeping space between yourself and others to reduce transmission of COVID-19. To practice social or physical distancing:

- Stay at least six (6) feet away from other people, even while wearing a face mask
- Do not gather in groups of any size
- Wear a face mask when around others and in public at all times

Crocker Partners Property Management is adopting the following procedures to enforce and encourage physical distancing:

### LOBBY AREAS

- Plexiglass at the security or concierge desks
- Add banner signage with building regulations and guidelines

### ENTRANCES

- Where staffing permits, doorways will be manned by building staff members during high traffic periods
- In buildings with double doors, one will be designated as ingress only and the other egress only
- Receptacles are easily accessible for convenient disposal of single-use PPE where appropriate
- Upgraded to automatic doors where possible

### ELEVATORS / STAIRWELLS

- Maximum of 2 to 4 people per cab, depending on size
- Where possible, designate and program certain elevators for specific floors (high-volume/high-rise buildings)
- Mark floors of elevator cabs to achieve six feet social distancing
- Promote using the stairs for tenants located on lower-levels
- Designate stairs for up and down traffic only where more than one stairwell. If there is only one stairwell, designate as down only.
- Unlock multi-tenant stairwells with consideration of fire safety regulations





## TENANTS

- Encourage tenants to allow any employees classified as “high-risk” by the CDC to continue to work from home
- Face masks or facial coverings are mandatory\* for all tenants and visitors entering a Crocker building and must be worn at all times while occupying common area.
- Tenants are responsible for ensuring employees and their visitors comply with the new building protocols related to social distancing
- Tenants must report any positive COVID-19 case within their company to property management, with as much information is available with respect to date of positive test, when they were last in the building, and places throughout the building the employee may have traveled

## DELIVERIES

- All food deliveries must be picked up curbside or at a location in the building designated by management (e.g., loading dock or concierge desk) by the tenant to limit visitors entering the building. Building personnel will not accept food deliveries.
- Non-food deliveries must be made at either the building loading dock or concierge/security desk, as designated by property management

- Building personnel will only be permitted to sign for and hold non-food deliveries for up to four business hours following delivery, provided that the tenant has executed the building’s release form and returned to the property management team
- Delivery personnel are required to wear face masks and gloves while on-site
- Modifications of these protocols can only be made by your respective property management contact

## BUILDING AMENITIES

- Building amenities to be closed until further notice
- Fitness Center/Tenant Lounges, once reopened, should have equipment and furniture rearranged to allow six feet social distancing
- Public water fountains should be turned off until future notice
- Evaluating implementing a scheduling system for building amenities to regulate the number of people in the space at any one time
- Building amenities, once re-opened, may be regulated to restrict the number of people in the space at any given time

***\*Third party managed assets are subject to owner approval***

# SECTION 4

Continued

social distancing should be maintained

- All non-emergency work orders, repairs and maintenance in tenant suites will be performed after hours (before 9AM and after 5PM) or on weekends

## ON-SITE CAFES / COFFEE SHOPS

- All on-site food vendors must create take-out options for tenants to call-ahead and pick up
- Designate a waiting area that allows for six feet social distancing

## VISITORS

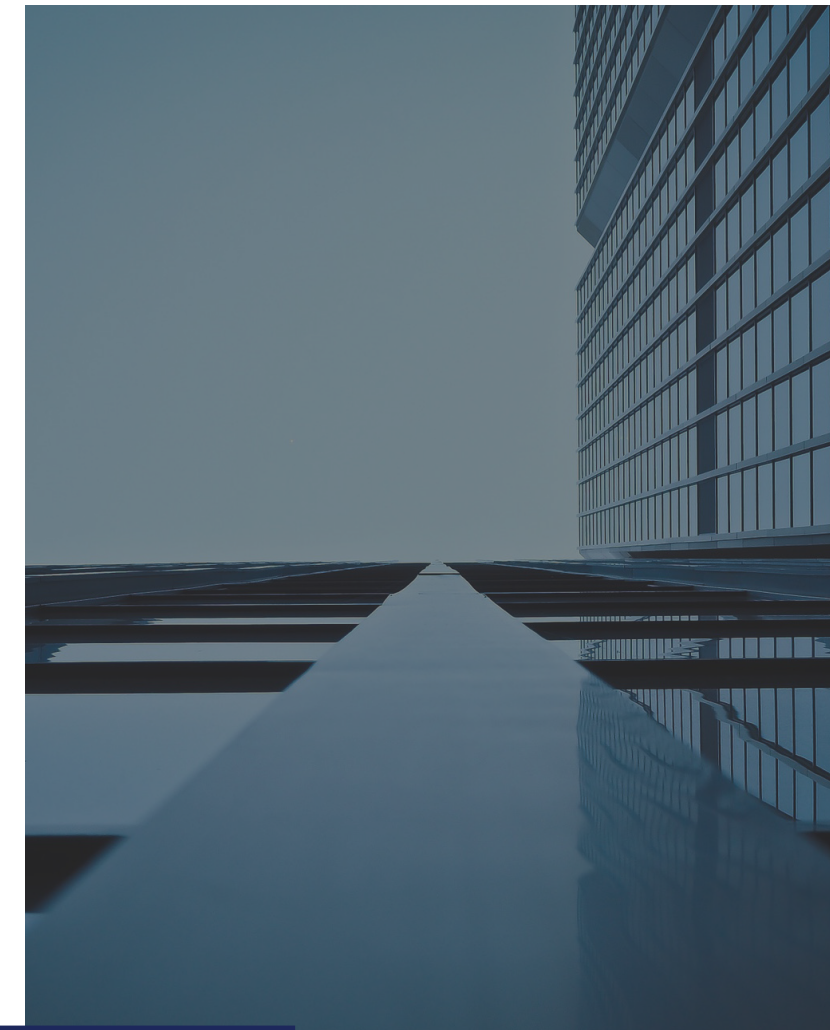
- Should be escorted by tenant from lobby/entrance
- Designate a visitor waiting area that allows for six feet social distancing

## VENDORS

- All vendors are required to wear face masks and gloves while in common areas
- Must follow six feet social distancing guidelines

## CROCKER PARTNERS PM TEAM & ENGINEERS

- Though staffed with Crocker personnel, the property management offices are not open for in-person meetings
- Tenant meetings may be scheduled via video conference or phone call
- If in-person attention is required, six feet





# SECTION 5

## Advanced Cleaning Procedures

# SECTION 5

All adjustments and enhancements made to our janitorial procedures are listed below.

### HIGH-TOUCH SURFACES

All high-touch surfaces will continue to be cleaned at least six times per day. This includes:

#### PARKING GARAGE

- Access card readers
- Doors, door handles, etc.
- Call buttons and interior buttons

#### ELEVATORS

- Call buttons and interior buttons
- Interior of elevators

#### LOBBY

- Security desks and doors
- Tables
- Doors/Door handles

#### RESTROOMS

- Door/Door handles
- Soap dispensers
- Faucets
- All toilet seats and flush handles
- Paper towel dispensers
- Counters

#### STAIRWELLS

- Handrails
- Door handles
- Access card readers

### JANITORIAL ENHANCEMENTS

- Additional day porters have been added across the portfolio to support the increase in routine cleanings as needed

- We are evaluating replacing high touch surfaces, such as elevator buttons, with anti-viral/Healthy Hardware™ or other hardware composed of copper alloy materials, which greatly accelerates the killing of viruses that are exposed to it
- Our janitorial teams must incorporate an EPA-registered List N disinfectant into their routine cleaning, recommended by the EPA for use against COVID-19
- We are working with our janitorial companies to either mist or electrostatically spray disinfectants on all exposed surfaces after hours
- Tenants should be responsible for cleaning their supplemental A/C systems, water fountains, ice maker lines, etc.

### SANITIZER STATIONS

- Provide free-standing or mounted hand sanitizer stations in all lobbies and common area or high-traffic locations
- In the instance that hand sanitizer stations are not available for purchase, seek alternative options such as disinfecting wipes
- Receptacles should be placed in all lobbies and entryways for accessible disposable of single-use PPE

In the event of a positive case at any Crocker Partners building, the tenant is responsible for the cost to disinfect their space using the vendor already selected by property management. The property management team will take all necessary steps to ensure common area spaces - including elevators, lobbies and restrooms - follow the same disinfecting protocols. All building tenants will be notified of the positive case immediately after it has been reported.



# SECTION 6

## Tenant Experience

# SECTION 6

In an effort to enhance our client's experiences with consideration to social distancing, we have recently implemented the following initiatives:

- **HOM** – Tenant programming virtual platform offering fitness classes three times per week – such as bootcamps and yoga – as well as educational and fun webinars like Poker Night and DIY Household Cleaners twice a month
- **855-CROCKER** – 24/7 answering service available for all Crocker tenants as an immediate outlet for asking their COVID-19 related questions and getting them in front of the appropriate person

Our commitment to our customers and focus on delivering a best-in-class experience is more important today than ever before.



## ADDITIONAL RESOURCES AND GUIDELINES:

**WHO**

[www.who.int](http://www.who.int)

**CDC**

[www.cdc.gov](http://www.cdc.gov)

**OSHA**

[www.epa.gov/  
coronavirus](http://www.epa.gov/coronavirus)

**EPA**

[www.epa.gov/  
coronavirus](http://www.epa.gov/coronavirus)

**EEOC**

[www.eeoc.gov/  
coronavirus](http://www.eeoc.gov/coronavirus)

**BOMA**

[www.boma.org](http://www.boma.org)

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