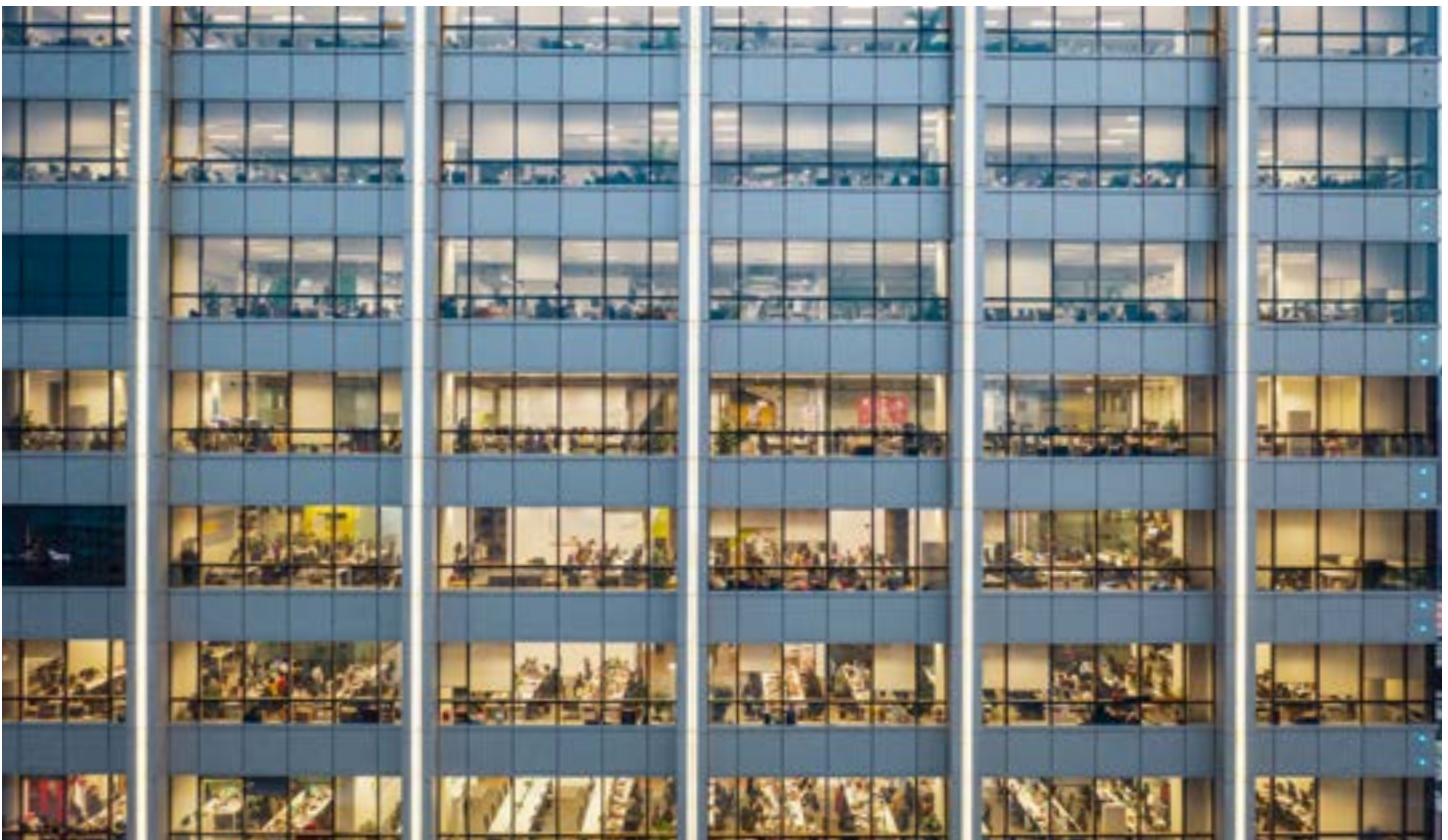


Commercial Office and Multi-Family Re-entry

Occupancy Guidelines Following Coronavirus

May 2020



Contents

Purpose.....	4
Property management responsibilities.....	5
Returning employees safely to the corporate/administrative offices.....	6
Communications/managing change.....	6
Office tenant representatives.....	7
Contactless interactions/social distancing.....	8
Management/leasing office.....	8
Showing multi-family units.....	8
Showing vacant office space.....	9
Responding to maintenance work orders.....	9
Preparing the building/property.....	10
Exterior.....	10
Building envelope.....	10
Interior.....	10
Preparing for access/re-entry.....	11
Lobby/reception areas.....	11
Elevators/escalators/stairwells (building and parking garages).....	12
Common hallways.....	12
Rest rooms.....	12
Cleaning, sanitizing, and disinfecting.....	13
Janitorial staff.....	13
Building cleaning plan.....	13
Supply list.....	14

Amenities.....	15
Fitness centers.....	15
Public conference rooms, theaters and community rooms.....	15
Pools and hot tubs.....	15
Other exterior common areas.....	16
Mail kiosks.....	16
Visitors and vendors.....	16
Retail tenants.....	17
Office property vacancies/rent adjustments.....	17
Incidents and claims.....	18
Legal considerations.....	18
Emergency plans and business continuity.....	18
Appendix A – Office building re-start operations checklist.....	19
HVAC equipment inspection.....	19
Air cooled systems.....	19
Built-up fan systems.....	20
Cooling towers.....	20
Air cooled chillers.....	21
Water cooled chillers.....	21
Air quality systems.....	21
Water systems.....	22
Other machinery and equipment considerations.....	23

Purpose

This guide is intended to assist real estate owners and operators in preparing for and resuming operations following recent government-mandated Coronavirus business restrictions. As Federal, state, and local “stay at home” orders and recommendations relax, these key considerations and best practices for re-starting and re-occupying your properties can be used to help build your organization’s specific return to work/re-occupancy plan.

Given the diverse needs for real estate assets/classes, as well as employee and tenant/resident considerations, this document will address and provide guidance on:

- Returning employees safely to the corporate/administrative offices
- Communications/managing change
- Contactless interactions/social distancing
- Preparing the building/property
- Preparing for access/re-entry
- Cleaning, sanitizing and disinfecting
- Supply list
- Amenities
- Vendors and visitors
- Retail tenants
- Office property vacancies/rent adjustments
- Incidents and claims
- Legal considerations
- Emergency plans and business continuity

[OSHA & CDC Guidance webpage](#)

Note: Ensure that the guidelines offered here do not contradict your property’s public safety codes, building codes, applicable laws and security requirements.

Property management responsibilities

- ☐ Work with your asset/property owners to review these guidelines and align re-occupancy goals and objectives.
- ☐ Assign staff members and vendors to complete the tasks within your re-occupancy plan. Assignments may include:
 - ☐ Initial entry and assessment inspections. Utilize a plan and checklist of items to be assessed. Report any damage to owners/insurers.
 - ☐ Notifying utilities and pertinent government entities as to re-entry.
 - ☐ Ensuring that all regulatory authorities, such as those dealing with environmental and equipment permitting, are notified.
 - ☐ Ensuring the office building is prepared for re-occupation.
 - ☐ Assessing and implementing security needs.
 - ☐ Assessing supplies and inventory. Ensuring there is no raw material spoilage or out-of-date materials.
 - ☐ Designating team members to “greet” re-entry occupants for each shift and assist with questions/concerns.
 - ☐ Establishing and spearheading communication protocols to employees, tenants, vendors, and the media.
 - ☐ Designating package/mail delivery and disinfecting areas as well as Personal Protective Equipment (PPE) disposal areas.
- ☐ Ensure that all re-start tasks have been completed and building is in good re-occupancy condition prior to re-opening.
- ☐ Ensuring supplier contracts are in place and supplies will be sustainable as anticipated.
- ☐ Work closely with vendors to establish expectations of services and create contingency plans for disruptions to vendor-performed services. Develop list of other qualified vendors.
- ☐ Maintain a record of daily re-occupancy activities until all operations are “back to normal.”
- ☐ Collaborate with tenants/residents on how to best perform re-entry activities.
- ☐ Communicate with asset owners throughout the re-occupancy period to report activities, successes, needs, or concerns.
- ☐ Establish daily meetings with staff and vendors (preferably via conference call) to review required daily activities and expectations.
- ☐ Establish protocols for management/leasing employees to respond to tenant/resident questions and concerns. Create a Frequently Asked Questions cheat-sheet for their use.
- ☐ Ensure all employees and vendors are asymptomatic, are aware of Coronavirus symptoms, and understand when to report any concerns.
- ☐ Are prepared to assist with post-Coronavirus Employee Assistance Plan-related issues.
- ☐ Ensure that current Federal, state, and local government orders, regulations and codes and being complied with.

- ☐ Find opportunities to be creative for your tenants/residents and vendors to strengthen your relationships and partnerships. What are they struggling with? Where can you offer help?
- ☐ Keep staff and vendors engaged and encouraged, reward hard work, show grace to all!

Returning employees safely to the corporate/administrative offices

These protocols and guidelines can also be used for your office tenant re-entry and can also be passed onto office tenants for their organization's use.

Additional resource material can be found in the [Return to Work Site Toolkit](#).

Communications/managing change

It is expected that both employees and tenants/residents returning to their “normal” activities may experience a psychological hesitation of feeling safe. Therefore, proactive, constant, and transparent communication supported by respected health and real estate organizations (such as [BOMA](#) and [NAA](#)) will be the key to ensure that your employees, tenants/residents, and local community know that you are “safely open for business” and ready to create a “new normal” for them.

Well-executed communications of the actions taken to re-open buildings and keep individuals free from known exposures will help ease this transition for your occupants and visitors. Communicate, communicate, communicate!

Start with messaging around what your organization has done to prepare for their arrival and re-occupancy, including:

- ☐ Building operations preparations – Include indoor air quality practices (MERV filters, UV lighting, temperature and humidity levels that reduce airborne viral particles), inspections and maintenance of building systems, etc.
- ☐ Office tenant re-entry phases – Include the how and why of this process (See *Returning Employees Safely to the Corporate/Administrative Offices* for guidance on phased re-occupancy).
- ☐ Common area protective measures – Overall modifications including entry protocols, floor markings/traffic patterns, lobby furniture and touchscreen removal, security or reception desk changes, elevator capacity traffic, signage, disinfection of shoes at building entrance/sanitizing walk-off mats, high-touch and ongoing cleaning protocols, schedules, and disinfectants used.
- ☐ Protocols for contactless interactions – Include phone numbers and email addresses for contacting the management/leasing office, in-person office safeguards, tenant package handling/delivery, staff use of PPE.
- ☐ Following of government orders and respected health organization guidelines.
- ☐ Sanitizing and disinfecting supplies that will, and will not, be available in common areas.

- ☐ Platforms for tenant questions and concerns.
- ☐ Assignment of Coronavirus tenant representatives (for office properties).
- ☐ Amenity and common area closures or use changes.
- ☐ Office tenant guest policies.

Also include guidelines and requirements regarding their personal safety, such as:

- ☐ Health expectations - Include details around pre-entry and exit temperature screening or evaluations, reporting of symptoms to their employers.
- ☐ Personal items – Include Government-recommended disinfection guidelines for personal items brought to the building, disinfection of shoes at building entrance.
- ☐ Personal Protective Equipment - Bringing masks for use upon entry and in building common areas (and their offices if indicated by their employers).
- ☐ CDC personal transmission prevention and symptoms.

Communication with tenants/residents through the “new normal” transition must be ongoing. If protocols, practices, or policies need to change – keep everyone informed and do so sooner than later. Consider input from tenants/residents and how it might improve your re-entry activities or communications.

To effectively reach your audience, utilize multiple messaging channels to ensure all occupants and visitors receive your communications, including email, phone calls, texts, posters/digital displays, QR codes, etc. Don’t be afraid to use light-hearted humor where appropriate; as this can ease anxiety. Remind everyone that we are all in this together!

Office tenant representatives

Communication with each office tenant representative is important to ensure collaboration and understanding of the how and why of the re-entry process for their employees. Consider holding a virtual pre-opening meeting with tenants and continue periodically throughout the transition process to:

- ☐ Convey any new policies or procedures the building will be implementing.
- ☐ Discuss how you will communicate with tenants about any changes in building procedures.
- ☐ Share proper protocols for reporting a positive Coronavirus case.
- ☐ Communicate any new policies for entry/exit, common areas, elevator usage, amenity spaces, parking, and deliveries.
- ☐ Ask them to share their re-entry plans so that building staff may help make the process as smooth and safe as possible.

Contactless interactions/social distancing

Best practices dictate that person-to-person interaction be limited and remote. Where contact is necessary, either social distancing alone, or social distancing and use of personal protective equipment (PPE), should be used.

In keeping with these guidelines, implement the following when conducting business in these areas:

Management/Leasing office

- ☐ Require all staff to wear PPE and wash hands periodically.
- ☐ Adjust staff levels to ensure at least 6 feet of distancing. Restrict access of non-essential staff.
- ☐ Place signage at office entrance with all requirements for entry and activities while in the office. Include a phone number.
- ☐ Require that tenants/residents set appointments for in-person interactions (screen reasons for in-person requests).
- ☐ Inform multi-family residents to stay in their vehicles prior to entering the leasing office and they will be contacted when to enter.
- ☐ If writing instruments must be used by visitors or tenants/residents, clean after each use.
- ☐ Implement touchless key drop-off.
- ☐ Rearrange lobby/visitor furniture to ensure distancing or remove altogether (especially fabric furniture).
- ☐ Require that all visitors wear a mask before entering.
- ☐ Consider disinfection/wiping down of shoe soles at entrance.
- ☐ Provide disposable wipes and touchless hand sanitizers if able.
- ☐ Re-configure the office to allow for adequate 6 feet spacing between each person. This may include physical barriers and shields.
- ☐ Create protocols and barriers (floor markings, traffic patterns, etc.) at reception/security desks, entrances, hallways and walkways, potential queuing areas, etc., to ensure distancing requirements are maintained.
- ☐ Temporarily suspend providing any food or beverages in the office and lounge areas.
- ☐ If common areas are to be kept open, adjust to maintain distancing and utilize best practices for cleaning and disinfecting.

Showing multi-family units

- ☐ Utilize virtual tours as much as possible.
- ☐ Encourage prospective residents to review as much information about the property as possible using your website.

- ☐ Schedule in-person showings by “appointment only.”
- ☐ Evaluate/screen the health of prospective residents when making an appointment for a showing and prior to commencing the showing.
- ☐ Ensure all vacant units are properly disinfected before and after showings.
- ☐ Don’t allow concurrent showings and limit the number of people in the space at one time.
- ☐ Wear a mask and gloves during showing.
- ☐ Arrange to meet the prospective resident outside the leasing office prior to the showing.
- ☐ Don’t transport prospective residents on a golf cart or in your vehicle.
- ☐ Make PPE available for the prospective resident to wear to open any doors, closets, etc.
- ☐ Provide hand sanitizer to prospective residents before and after the showing.
- ☐ Maintain distancing during the showing.
- ☐ Provide the prospective resident a map of the property and encourage them to tour open amenities on their own.

Showing vacant office space

- ☐ Utilize virtual tours as much as possible.
- ☐ Encourage prospective residents to review as much information about the property as possible using your website.
- ☐ Evaluate/screen the health of prospective tenants when making an appointment for a showing and prior to commencing the showing.
- ☐ Ensure all vacant units are properly disinfected before and after showings.
- ☐ Limit the number of people in the space at one time.
- ☐ Wear a mask and gloves during showing.
- ☐ Arrange to meet the prospective tenant outside the Management office prior to the showing.
- ☐ Make PPE available for the prospective tenant.
- ☐ Provide hand sanitizer to prospective tenants before and after the showing.
- ☐ Maintain distancing during the showing.

Responding to maintenance work orders

- ☐ Develop a list of essential and non-essential maintenance requests and inform tenants/residents as to the completion status of their request based on the list.
- ☐ Inquire as to the health status of the multi-family resident prior to responding to the work order request. If resident reports to be healthy, maintenance personnel should:

- ☐ Wear PPE- Mask, gloves, shoe covers, etc.
- ☐ Ask resident to shelter in a separate room or maintain distancing. If not able, ask residents to wear a face mask.
- ☐ Disinfect all work surfaces and tools before and after work.
- ☐ Properly dispose of PPE (per WHO or local requirements) in designated bins when completed.

Preparing the building/property

If buildings have not been at full operating capacity, ensure that preventative maintenance and inspections occur in preparation for re-occupancy per manufacturer's specifications and best practices. **Utilize operating manuals, procedures, and checklists to fully inspect and evaluate your building and property to include:**

Exterior

- ☐ Gates, fences, gate houses, etc.
- ☐ Parking lots, roadways, sidewalks, traffic/pedestrian signage and striping.
- ☐ Lighting - roadways, lots, sidewalks, security, etc.
- ☐ Landscaping, irrigation and drainage.
- ☐ Generator pits and fuel tanks.
- ☐ Pools/Hot tubs.
- ☐ Playgrounds, sport courts, and other public gathering areas.
- ☐ Dog-walk areas.

Building envelope

- ☐ Roof ballast, cover, scuppers and skylights.
- ☐ Roof-top equipment, vents, stacks, antennas, etc.
- ☐ Downspouts and drains.
- ☐ Windows, loading docks, doors and other entrances and openings.
- ☐ Signage and siding.
- ☐ Sump pumps.

Interior

- ☐ Sample Office Building Re-Start Operations checklist.
- ☐ Water systems and potable water.
- ☐ Primary electrical service.

- ☐ HVAC System.
- ☐ Sump pumps.
- ☐ Life safety features such as means of egress, signage, alarms and emergency lighting.
- ☐ Server rooms and data centers.
- ☐ Elevators/escalators.
- ☐ Shop and other areas where hazardous chemicals are stored.
- ☐ Kitchens, lounges and restrooms.
- ☐ Fitness centers/gyms.
- ☐ Management/leasing offices.
- ☐ Conference rooms, community rooms, theaters.
- ☐ Tenant lounges/common areas.
- ☐ Retail tenants.
- ☐ Fire Protection (routine system inspection, maintenance and testing procedures).
 - ☐ Smoke detectors and other fire detection hardware.
 - ☐ Fire extinguishers.
 - ☐ Sprinkler systems:
 - ☐ Water supply integrity.
 - ☐ Open and locked valves.
 - ☐ Water flow and valve tamper alarms.
 - ☐ Fire pump and related equipment.
 - ☐ Sprinkler piping.

Preparing for access/re-entry

Lobby/reception areas

- ☐ Train all reception/security staff regarding distancing protocols.
- ☐ Reduce the number of entrances (but maintain code requirements).
- ☐ Place signs at entrances listing entry protocols, cleaning practices, common area etiquette.
- ☐ Determine if you will be providing personal protective equipment for visitors.
- ☐ Ensure touchless hand sanitizers are visible and available, if able.

- ☐ Evaluate entrant's health and/or utilize infrared body temperature screening upon entry and exit.
- ☐ Modify visitor registration to include social distancing and touchless registration. Disable/remove registration touchscreens.
- ☐ Provide wearable technology to reception staff to alert them when social distances are not achieved.
- ☐ Add floor markings or mats to mark off reception distance requirements.
- ☐ Use plastic or glass screens placed in high traffic areas.
- ☐ Rearrange lobby/visitor furniture to ensure distancing or remove altogether (especially fabric furniture).
- ☐ If retail vendors utilize the lobby area, ensure they have removed seating, and are displaying proper distancing requirements and banning of congregating groups.

Elevators/escalators/stairwells (building and parking garages)

- ☐ Designate elevators as “up” and “down” to avoid long ride times. Program elevators to return to the ground floor or other specific floors for faster loading.
- ☐ Open stairwells as designated “up” and “down” stairwells.
- ☐ Provide trash containers for face masks near entrances/exits, elevators, and other common areas.
- ☐ Place signs outside of each floor elevator door to state maximum number of persons allowed on elevator, use of PPE, as well as using other objects or barriers for pressing elevator buttons. Include elevator cleaning protocols.
- ☐ Place distancing markings outside elevator bank areas for persons waiting as well as on each common area elevator lobby floor to designate waiting locations.
- ☐ Place floor markings inside elevators to maintain distancing requirements.
- ☐ Place hand sanitizer dispensers outside of each floor entrance/exit.
- ☐ Place signs at escalators requesting that persons not “pass” other riders. Include escalator cleaning protocols.
- ☐ Place signs at first floor stairwell entrances/exits listing cleaning protocols and distancing reminders.

Common hallways

- ☐ If able, place floor markings to indicate one-way traffic patterns to restrooms, elevators and stairwells.
- ☐ Discontinue use of public water fountains.

Restrooms

- ☐ Place signs inside each restroom regarding distancing, safe hand washing and use of towels to open door upon exit.
- ☐ If sinks or urinals are less than 6 feet apart, close off selected sinks and urinals to create distancing.
- ☐ Ensure soap, hand sanitizer and towels are always available.

Cleaning, sanitizing and disinfecting

Janitorial staff

- ☐ Ensure cleaning staff has been trained using government recommendations such as [CDC Cleaning and Disinfecting guidelines](#).
- ☐ Ensure cleaning staff is utilizing government-approved guidelines, recommendations, and directions for cleaning products, procedures, dwell times, and protocols ([Environmental Protection Agency \(EPA\) approved cleaning and disinfecting supplies](#)); confirm with your service provider or consult a third party if practical.
- ☐ Prior to building re-entry, consult with your janitorial contractor about the level of cleaning that may be needed in your building and review site inventory to ensure adequate cleaning supplies and products. If the building has been empty, normal cleaning and sanitizing may be all that is needed. If the building has been occupied or partially occupied, more thorough cleaning and disinfection may be desirable.
- ☐ Depending on building class and occupancy, consider using hand-held UV-C wands for quick, high-volume disinfecting; flash restrooms with UV-C disinfection when empty.
- ☐ Fitness facilities, cafes, restaurants, and retail located in the building may require more frequent and deeper cleaning and disinfecting.
- ☐ Suspend use of cloth wipes or other reusable cleaning materials and follow government recommendations for disposing cleaning supplies.
- ☐ If a building employee, tenant, or visitor becomes ill or tests positive for Coronavirus, schedule deep cleaning and disinfection in the affected and all building common areas. Follow a defined Coronavirus cleaning program provided by a qualified service provider.

Building cleaning plan

- ☐ Train your designated staff [how to clean and disinfect](#) per government guidelines.
- ☐ Set up or review supply contracts and backups to ensure adequate inventory flow as needed.
- ☐ Ensure suppliers are providing Safety Data Sheets for current and new chemicals.
- ☐ [Create written cleaning/disinfecting/sanitizing protocols, schedules, and checklists](#) of Management/Leasing office and common area items to include:
 - ☐ Printers/copiers.
 - ☐ Door handles/knobs.
 - ☐ Reception desks – Phones, chairs, writing instruments, keyboards, other desk items.
 - ☐ Light switches/plates.
 - ☐ Elevator panels and railings.
 - ☐ Stairwell railings.
 - ☐ Turnstiles.

- ☐ Trash containers.
- ☐ Faucets, sinks, toilets, countertops, towel dispensers.
- ☐ Public conference rooms.
- ☐ Public ATM machines.
- ☐ Operational touchscreens.
- ☐ Electric vehicle charging station handles and controls.
- ☐ Lobby waiting areas/tabletops.
- ☐ Tenant mailboxes/area.
- ☐ Fitness centers.
- ☐ Pool/spa areas/fixtures.
- ☐ Playgrounds.
- ☐ Dog walks.
- ☐ Public lounging areas.
- ☐ Designate staff to distribute and monitor use of all sanitation supplies. Use written checklists to indicate locations and levels of supplies.
- ☐ Establish common area trash disposal and disinfection schedules.
- ☐ Designate areas for proper disposal of staffs' used PPE.
- ☐ Designate one area for all mail/package deliveries and designate and train staff members to disinfect appropriately. Utilize contactless delivery of tenant packages. See [Return to Work Site Toolkit](#) for details on setting up delivery areas and sanitizing packages.
- ☐ Discourage use of shared printers and copiers in the management/leasing office and do not allow public use.
- ☐ Utilize sanitizing walk-off mats at building entrances/exits or manual disinfection of shoe soles.
- ☐ Require employees to wipe down working areas and equipment before and after their shift.

Supply list

Organizations should determine if protective and preventive supplies will be made available for employees and building entrants. The placement and use of supplies may vary depending on your building and operational needs. Ensure that supply contracts and backups are established to ensure an adequate supply of inventory. Supplies may include:

- ☐ Hand sanitizer (CDC recommends at least 60% alcohol-based).
- ☐ Sanitizing wipes (CDC recommends at least 70% alcohol-based).
- ☐ Disinfectants and disposable towels for employees to clean their work surfaces and equipment.

- ☐ Face masks use – [See the OSHA & CDC Guidance webpage.](#)
- ☐ Disposable (latex and non-latex) gloves.
- ☐ [Body temperature devices.](#)

Amenities

Complete closure or delay of opening is recommended for amenities. But if re-opening, ensure the following:

Fitness centers

- ☐ Limit number of persons allowed in fitness area at one time by requiring “sign up” or “check in” for use.
- ☐ Unplug/Lockout cardio equipment that doesn’t meet 6 feet distancing rule (e.g., every other machine) and rearrange machines to maintain distancing.
- ☐ Provide touchless hand sanitizers and wipes.
- ☐ Temporarily discontinue any “high touch” features such as water fountains, bottle fillers, water coolers, television remotes, etc. Also discontinue providing any food, such as fresh fruit.
- ☐ Determine if face masks should be used.
- ☐ Provide signage regarding proper wipe down disinfection of machines and equipment as well as distancing requirements.
- ☐ Ensure disinfecting supplies and touchless hand sanitizers are available.
- ☐ Remove soft-surface equipment that is difficult to clean with manual cleaners such as free weights, aerobic mats, etc.

Public conference rooms, theaters and community rooms

- ☐ Cordon off every-other chair to maintain distancing and limit attendees to 10 persons (or less if 6 feet distancing cannot be maintained).
- ☐ Remove fabric chairs or wrap in plastic for easier cleaning.
- ☐ Remove shared conference phones, whiteboard markers and erasers, remote controls, etc.
- ☐ Ensure touchless hand sanitizer and disinfectant wipes are available.
- ☐ Ensure rooms are cleaned following use.
- ☐ Do not allow food.

Pools and hot tubs

- ☐ Ensure proper water chemical levels.

- ☐ Flush any showers using hottest water available and flush and clean toilets that have been idle.
- ☐ Utilize signage for social distancing.
- ☐ Remove any furniture from the area.

Other exterior common areas

Outdoor areas, like playgrounds, sport courts, dog walks, benches, BBQ areas, etc., generally require routine cleaning, but do not require disinfection.

- ☐ Do not spray disinfectant on outdoor playgrounds. It is not an efficient use of supplies and is not proven to reduce risk of Coronavirus to the public.
- ☐ High touch surfaces made of plastic or metal, such as grab bars and railings should be cleaned routinely.
- ☐ Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) is not recommended.
- ☐ Post signage limiting the number of people in area/using equipment at one time.
- ☐ Suspend equipment rental/loans (bikes, kayaks, etc.).
- ☐ Where possible, keep trash pen doors open to minimize hand touch points.

Mail kiosks

- If located in a closed room, use signs to restrict access to one tenant/resident at a time.
- Post reminders regarding social distancing, wiping down of mail, and washing hands after handling mail.

Visitors and vendors

- ☐ Property owners and operators can limit entry to their buildings for “critical business” only.
- ☐ Implement a policy which requires visitors to be pre-screened via body temperature devices or health questionnaires prior to allowed entry into your building.
- ☐ Track visitors and determine who they met/came in contact with so follow-up can be made, if necessary.
- ☐ Ensure hand sanitizing stations or washroom facilities are available for visitors use.
- ☐ Require all vendors to don PPE in accordance with prevailing regulations and your policy.
- ☐ If vendors, such as contractors must enter tenant spaces, ensure they follow your protocols.
- ☐ Amend building rules and regulations for construction contractors to incorporate specific Coronavirus requirements, including questionnaires, use of appropriate PPE, etc.
- ☐ Identify all contracts for construction or other services that were in effect or in final negotiations prior to stay-at-home mandates. Determine which contracts should be amended, canceled or delayed and discuss force majeure and other legal exposures and remedies with legal counsel.

Retail tenants

Some office buildings may have retail tenants that provide food services to the buildings' occupants. These retail tenants may be entering their space for the first time or bringing their operations back to near full capacity. Therefore, pre-start assessments and maintenance should be completed prior to re-opening to the public. Where applicable, discuss with your retail tenants the following and ensure all tasks have been completed:

- ☐ Maintenance and testing of their fire systems.
- ☐ Maintenance and testing of FM 300 systems, exhaust hoods and duct cleaning.
- ☐ Fuel fired generators or temporary power.
- ☐ Possible food service considerations: [Food Safety guidelines from the FDA](#).
- ☐ Flush all water-based systems (toilets, faucets (hot and cold), water fountains, hot water heaters, ice machines, filtration systems, water dispensers, connected beverage machines, etc.) for at least 10 minutes to remove viruses and bacteria.
- ☐ Discard all ice from automatic ice makers then cycle through and discard at least two more batches of ice.

Office property vacancies/rent adjustments

The economic hardship from Coronavirus outbreak may also impact your tenants' ability to continue operations, so increased vacancies may occur at your properties. If vacancy rates increase tremendously, or an entire building become vacant, it is recommended that you take the following steps to protect these spaces:

- ☐ Ensure all fire protection and suppression systems are maintained in operating order.
- ☐ Provide security as necessary to prevent illegal squatting or theft (such as copper wiring).
- ☐ Visit the space/property at least weekly and perform a check of:
 - ☐ All access points.
 - ☐ Lighting.
 - ☐ Plumbing and interior for water leaks/intrusion.
 - ☐ Landscape sprinklers.
 - ☐ Storm water run-off.
- ☐ If the vacancy extends into the colder months, make sure to take steps to prevent pipe freeze such as maintaining heat, dripping water lines, etc.

Keep in mind that given insurance policy coverage language that may apply to any temporary suspension of operations, all Lockton clients are strongly encouraged to contact their Lockton service team to evaluate any potential coverage ramifications due to vacancies.

- ☐ Owners, managers, and legal counsel should work together to develop criteria for responding to tenant requests for rent or lease term adjustments. The same team should advise regarding the owner's obligations to its lenders and their requirements for late payments or adjustments.

Incidents and claims

As workers, customers and visitors re-enter facilities, sound risk management techniques should be utilized for the pro-active safety of individuals and the protection of the organization. Thorough investigation and documentation techniques for injuries and damages is critical for accurate reporting and corrective action within your operations. All potential losses should be reported to your insurer in a timely manner.

- ☐ Confirm and review claim reporting procedures for Workers Compensation, General Liability, Third Party Discrimination, and Cyber claims with all employees responsible/designated to report them.
- ☐ Establish a plan to deal with a potential increase in Workers Compensation and Employment Liability claims if there are any layoffs.
- ☐ Reinforce all cyber safety and claim guidelines in place with employees in anticipation of an increase in social engineering and phishing attacks via the internet/email.
- ☐ Confirm and review procedures in place to thoroughly investigate all reported incidents, including Workers Compensation claims filed by employees, possible liability claims filed by tenants/residents, and property or building equipment damage claims.

More information on Coronavirus related losses can be found at:

- [Lockton Coronavirus Insurance Coverage and Claim Guidance](#)
- [Lockton Property Business Interruption and Civil Authority-Coronavirus Claim and Coverage Guidance](#)
- [Lockton - Coronavirus and Employment Practices Related Claims](#)

Emergency plans and business continuity

- ☐ Have a plan in place should there be a resurgence of the virus later in the year. Medical experts expect the pandemic situation to continue to evolve throughout the year, and you may need to adjust your emergency preparedness plan to incorporate the appropriate pandemic response.
- ☐ Utilize your existing emergency preparedness team (or separate pandemic team, if warranted) to communicate with tenants and document how the building will respond to pandemic emergencies. Be aware that tenant expectations are likely to change and increase. Also monitor Federal, state and local changes or mandates and adjust your pandemic plan where necessary.

- ☐ Work with your local fire department to determine best practices for holding fire drills while social distancing measures are in place. Social distancing may not be practical when moving people rapidly to safety, and new relocation protocols and after-drill cleaning may be needed.
- ☐ Monitor Federal, state, and local changes or mandates and adjust your pandemic plan where necessary. Regularly check with CDC and WHO for the most up to date pandemic guidelines.
- ☐ Once you return to your site, it is recommended that your Business Continuity Program (BCP) be reviewed and updated accordingly based on the outcomes and lessons learned through this pandemic so your organization is prepared for the future. All facets of your business response and recovery plans (e.g. communications, IT infrastructure, loss of assets (physical and human), recovery timelines and processes, critical business functions, etc.) should be examined and reviewed. [See Lockton's Business Continuity Guide](#)

Appendix A – Office building re-start operations checklist

- ☐ Building engineers responsible for assessing the physical structure and building systems should defer to directives from the Authority Having Jurisdiction.
- ☐ Building systems should be started methodically to prevent load shed from a simultaneous start.
- ☐ Previously idle systems should be allowed to run for a period of time with careful observation to ensure valves, switches, etc. are operating correctly.
- ☐ Manufacturer-recommended system actions may be required to restart systems after prolonged shutdown.
- ☐ Test CO levels around systems that may circulate air throughout buildings.

HVAC equipment inspection

Work with your water treatment service provider to ensure chemical levels are within defined ranges for water-based systems.

AIR COOLED SYSTEMS:

- ☐ Clean all outdoor condenser coils.
- ☐ Clean and disinfect all indoor evaporator coils.
- ☐ Inspect drain pans and condensate drains.
- ☐ Check refrigerant levels.
- ☐ Inspect outdoor fan motors and indoor power assemblies.
- ☐ Lubricate moving parts.
- ☐ Inspect belts for cracks and proper tension.
- ☐ Check all electrical controls, wiring connections and fuses.

- ☐ Inspect and clean or replace all filters.
- ☐ Vacuum and disinfect all return air grills.
- ☐ Run a general system test to check for unusual noises, odors and measure indoor/outdoor temperatures and system pressures as needed.

BUILT-UP FAN SYSTEMS:

- ☐ Clean outside air dampers and check for proper operation.
- ☐ Clean and disinfect all indoor evaporator coils.
- ☐ Inspect drain pans and condensate drains.
- ☐ Check fan motors and blower assemblies.
- ☐ Lubricate moving parts.
- ☐ Check belts for cracking and proper tension.
- ☐ Inspect all electrical controls, wiring connections and fuses.
- ☐ Inspect and clean or replace all filters.
- ☐ Vacuum and disinfect all return air grills.
- ☐ Run a general system test to check for unusual noises, odors and measure indoor/outdoor temperatures and system pressures as needed.

COOLING TOWERS:

- ☐ Inspect fan blades for cracks and clean.
- ☐ Remove and clean strainer in sump.
- ☐ Check reducer gear lubricant and refill with factory-recommended oil.
- ☐ Clean gear reducer sight glass and check shaft thrust and play.
- ☐ Power wash tower hot deck and cold deck.
- ☐ Power wash tower fill and use scale remover as needed.
- ☐ Check bottom of hot and cold decks for corrosion and rust.
- ☐ Check the condition of the fan motor through temperature or vibration analysis and compare to baseline values.
- ☐ Perform meg-ohm test motor windings.
- ☐ Change oil in gear box if needed.
- ☐ Inspect vibrations safety switch.

AIR COOLED CHILLERS:

- ☐ Clean condenser coils and check for leaks and corrosion.
- ☐ Check controls and safety circuits for proper operation.
- ☐ Clean condenser fans.
- ☐ Check bearings for wear and lubrication.
- ☐ Check belts and couplings to ensure tightness.
- ☐ Inspect the electrical disconnect and contactor for tightness and pitting.
- ☐ Test the compressor oil for acid.
- ☐ Check oil filter and change if needed.
- ☐ Check piping and compressor for any signs of leaks and test refrigerant pressures.
- ☐ Run a general system test to check for unusual noises or odors and measure supply/return temperatures and system pressures as needed.

WATER COOLED CHILLERS:

- ☐ Check quality of condenser and chilled water chemical levels.
- ☐ Check condition of condenser water tubes and clean if needed.
- ☐ Check refrigerant levels.
- ☐ Check refrigerant purge unit.
- ☐ Check oil heater.
- ☐ Check oil levels.
- ☐ Inspect motors and starters.
- ☐ Run a general system test to check for unusual noises and odors and measure supply/return temperatures on both condenser and chilled water and system pressures as needed.

Air quality systems

- ☐ Flush the building with fresh air based on the design of the makeup/outside air system and if possible, to leading sustainability standards such as LEED, BREEAM, and WELL for a minimum of 24 hours (and ideally for 48 to 72 hours).
- ☐ For fresh air change plan, calculate rate: $n = 60 q / V$.
 - n = air changes per hour (1/h).
 - q = fresh air (make up air) flow through the room (CFM).
 - V = volume of the room (Cubic Feet).

- ☐ After the building is flushed, building engineers should change air filters:
 - ☐ Refer to manufacturers' recommendations and guidance for filter selection. Use the highest efficiency rated filter recommended/allowed by the manufacturer (16 MERV rating is best for viral reduction).
 - ☐ Use proper safety procedures and PPE.
 - ☐ Avoid hitting, dropping, or shaking the filter.
 - ☐ Do not use compressed air to clean a filter.
 - ☐ Properly dispose of used filters and PPE/gloves in a sealed plastic bag.
 - ☐ Clean hands when the task is finished.
 - ☐ Minimize exposure to building interior areas when removing old filters from the site. (Recommended approach: transport to a waste collection area without entering the building if possible. Otherwise, take route that will cause least exposure to occupants.).
- ☐ Following filter change, increase fresh air intake.
- ☐ For additional reduction of airborne viruses:
 - ☐ Install UV lighting systems in air handler units.
 - ☐ Maintain building temperatures at 68 degrees or higher.
 - ☐ Maintain humidity levels between 40% and 60%.

Water systems

- ☐ During low- or no-occupancy and prior to building re-entry, operate water systems, toilets, faucets, water fountains, hot water heaters, ice machines, filtration systems, water dispensers, connected beverage machines, etc. for at least 10 minutes to avoid the accumulation of biofilm and other bacteria which can accumulate in as little as 3-5 days.
 - ☐ Discard all ice from automatic ice makers then cycle through and discard at least two more batches of ice.
 - ☐ Refer to ICC's 2018 International Plumbing Code for flushing and disinfecting guidelines and/or consult with a third party if necessary and practical.
- ☐ Test water conditions in all cooling towers, evaporative condensers, evaporative coolers (swamp coolers), humidifiers and misters to ensure that chemical treatment is sufficient to kill bacteria and viruses following a lengthy shut down.
- ☐ Check P-traps to confirm water seals have not dried out due to lack of water flow.
- ☐ Review building water management plans for domestic and process water systems.

Other machinery and equipment considerations

- ☐ Design restart procedures in accordance with manufacturer's specifications.
- ☐ Inspect and test any long idle equipment to assure it's in working order.
- ☐ Identify necessary and "missed" preventative maintenance, equipment testing, and lubrication cycles.
- ☐ Inspect tanks and pressure vessels for signs of corrosion or other damage before filling/pressurizing. Ensure pressure vessel jurisdictional inspections are current. Arrange for inspection if overdue and before activating. Ensure boilers are thoroughly cleaned and dehumidified prior to restarting.
- ☐ Inspect all outdoor equipment for water contamination as well as wildlife infiltration before start-up.
- ☐ Test and prepare emergency generators and similar back-up systems, including fuel tanks
- ☐ Ensure that all electrical systems that have been disabled/shut down are properly inspected by a qualified electrician prior to re-energization. Non-energized panels or systems can become nesting areas for rodents, birds or insects which may create a fire or arc flash hazard if not identified and corrected before the system is re-energized.
- ☐ Report any damaged equipment to Property Management.



UNCOMMONLY INDEPENDENT