



# RETURN WITH CONFIDENCE

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COVID-19 Guide

Policies & Procedures // March 2022



# BACKGROUND

Since early March 2020, the building has been operating during regular business hours to allow for essential business employees to work safely in 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 410-412 First Street SE 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 Client Terrace is open.** The Client terrace 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 410-412 First Street SE

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The following information outlines the overall plan as well as prudent details of the re-entry plan for 410-412 First Street SE.



# BUILDING MASK POLICY

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- Following local order, Clients are no longer required to wear masks inside common areas. Common areas include the lobby, elevators, restrooms, and amenity spaces such as the breezeway terrace.
- Clients are encouraged to implement internal policies and procedures regarding masks for their own spaces. Please share these policies with your property management team so that we can adhere to them when entering to deliver packages and/or escort visitors.
- Building staff will comply with individual Client protocols while in Client space and shall be mindful to respect the comfort level of Clients while in common areas. We ask that you please place signage at the entrance of your suite confirming your mask policy.





# BUILDING PERSONNEL

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- All building staff have been provided with the appropriate level of PPE.
- 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.



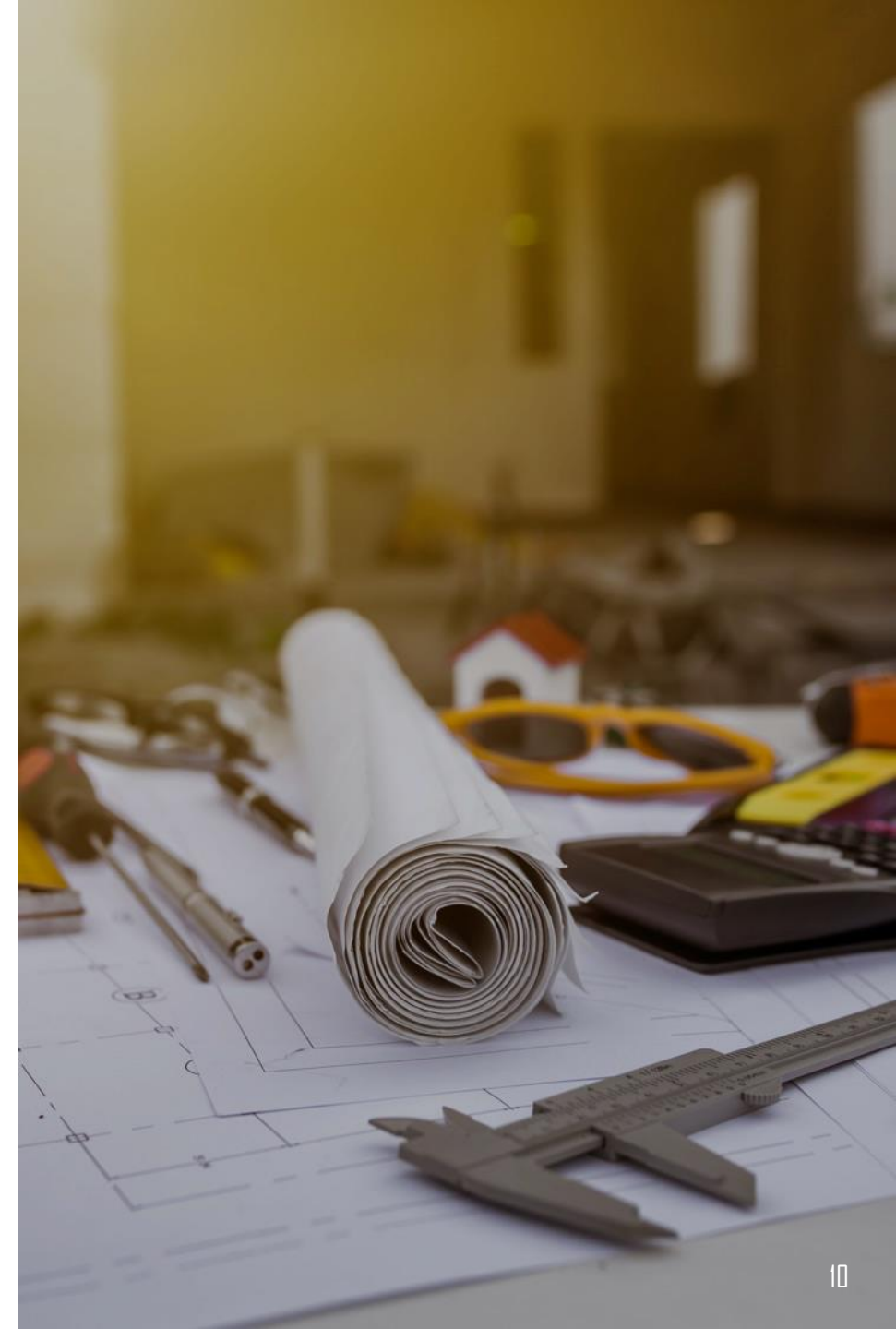




# VENDOR MANAGEMENT & CONTRACTORS

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- Akridge requires all its vendors to follow local ordinances and 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 entrance doors remain secured 24/7 and require a Datawatch key fob to enter.
- Hand sanitizer is available at building entry points.





# SIGNAGE

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- 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, entrances, and parking valet area.





# CLEANING

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- 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 Building 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 Building Services are hospital grade and have been approved or recommended by the EPA and CDC.
- Employees of Pioneer Building 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 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

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- 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.





# 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.

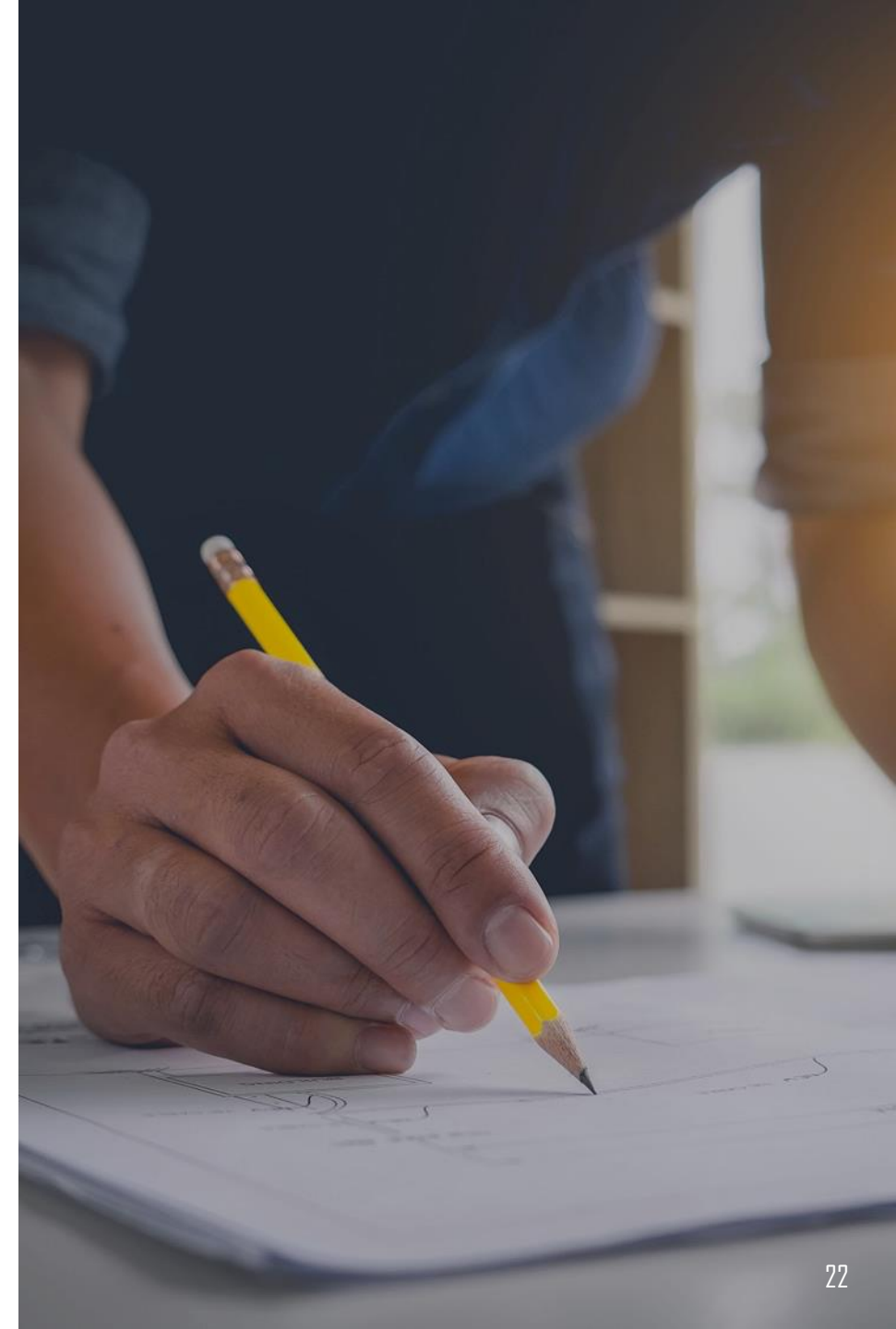




# CONSTRUCTION

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- No construction is being performed at the property at this time.
- 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.

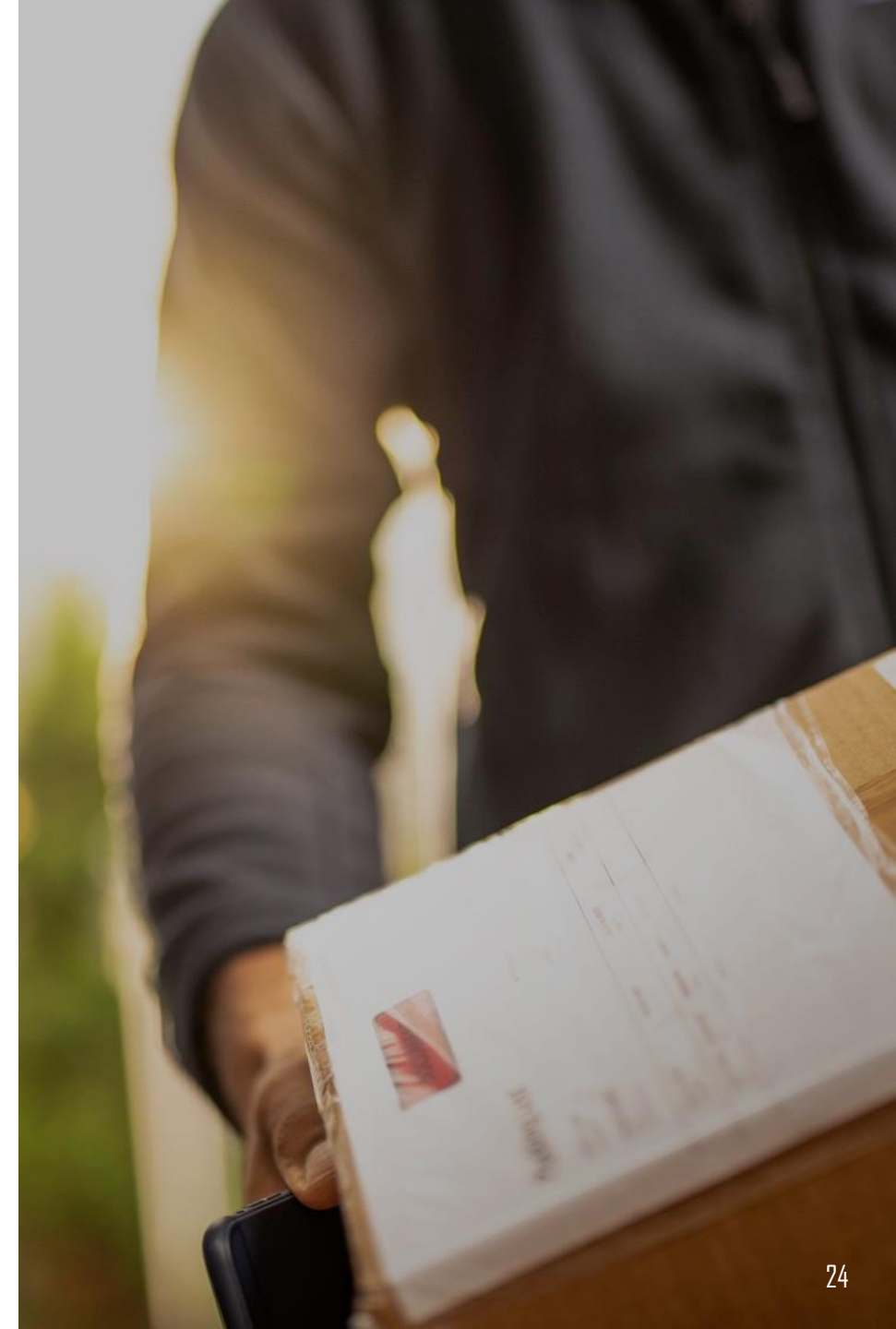




# DELIVERIES

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- Mail delivery will continue to be delivered to the Client suites.
- UPS pickups continue to occur as usual.
- Larger deliveries still need to be scheduled through Property Management.







# PARKING

# PARKING

- The garage is operational from 6 am to 6 pm. Monthly parkers will continue to have 24/7 access.
- As demand for parking increases, stacking and valet parking may be implemented in the garage. Please carefully follow the directions given to you by the garage attendants. You may be asked to leave your contact information with the garage operators or clearly displayed on the windshield of your car so that they may contact you if your car needs to be moved.





# 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 Portal](#) 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

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- 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:

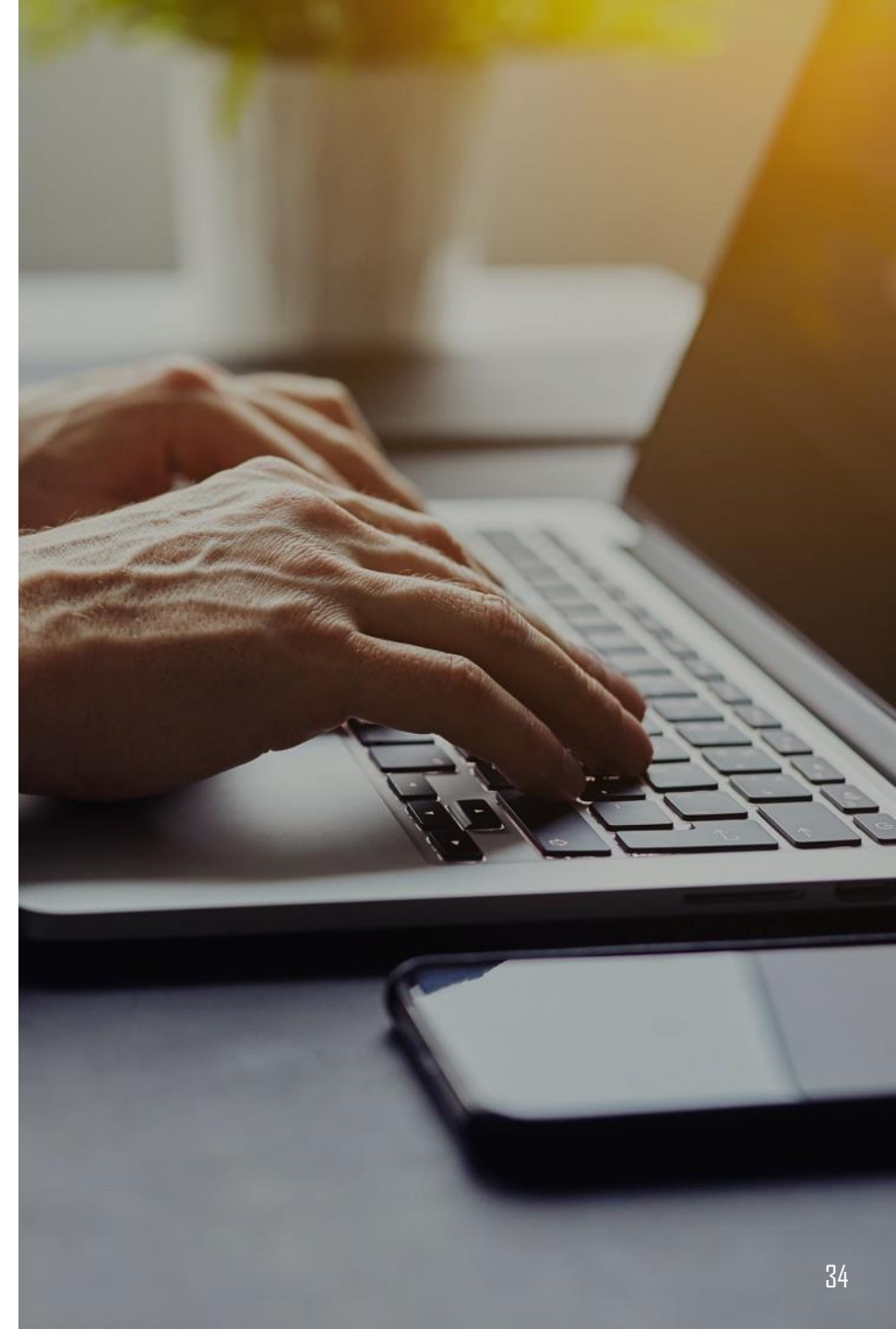
Ania Leeson  
OTJ Architects  
[aleeson@otj.com](mailto:aleeson@otj.com)  
202.621.1353

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

Guy Brami  
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: 410-412 First Street SE

CONTACT: Kathryn Brand

PHONE: (202) 207-3929

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.*

Learn more by visiting our website: [www.akridge.com](http://www.akridge.com)