

05-06-2020

A Guide to Returning to Work Within Rosenblum Office Buildings Post NYS PAUSE

Valued Tenants,

In the nearly two months since the implementation of Governor Andrew Cuomo's "New York State on PAUSE" program there have been many discussions about what a return to the workplace will consist of. While not every business will elect to return immediately, we understand that many will choose to do so as soon as they are able. As such we have taken the time to form a well thought out Building Reopening Plan (BRP) consisting of increased safety precautions, new building policies, and recommendations for tenants as they begin restarting operations within their office.

While a phased reopening is likely still several weeks out for office users within our region, it's imperative to begin planning now. Part of the Governors directive requires that each individual business form a reopening plan of their own..

"Each business and industry must have a plan to protect employees and consumers, make the physical work space safer and implement processes that lower risk of infection in the business."

...as such please refer to the below BRP for information on our current plan, and recommendations which will aid you in creating a plan of your own.

Building Reopening Plan

New Safety Policies and Restrictions

Mandatory Face Mask and Social Distancing Policy: Face masks/coverings will be required for all persons (medically able to wear them) who visit the building. Individuals within the building will also be required to adhere to a strict 6-foot social distancing policy. This policy will stay in effect until such a time as the executive order requiring same is rescinded. For the safety of our tenants, those seen not in compliance with this policy will be asked to leave the building until they are able to meet this requirement. Please be sure to relay this information to anyone visiting the building. We will be requiring this of our staff and vendors as well. Within your individual suites please only remove masks at your own discretion, when not within 6 feet of another individual. If you have questions on where to acquire or how to produce a face covering please see [this information](#) from the CDC (Center for Disease Control).

Request for Notification: Prior to returning to your suite please notify property management 5 business days in advance. This will allow us time to reactivate janitorial service and return HVAC controls to normal, if they were adjusted. This is also integral in keeping us apprised of who is accessing the building and which suites are active.

Organized Passage and Increased Distance: In an effort to best enact social distancing building wide, signage will be placed throughout to direct traffic and dissuade gathering. This will include signs



limiting elevator passengers (excluding families as necessary), directing visitors to stairwells, dedicating specific "Up" and "Down" stairwells where possible and reminding people of the 6 foot spacing requirement. This will also mean that for the foreseeable future tenant lounges will remain closed.

Updated Building Management Processes

Unlocking Buildings: We will monitor our tenants return to offices and strategically unlock buildings as an appropriate number of employees return. Tenant key fobs continue to remain fully operational as they have throughout NYS PAUSE.

Janitorial Services: Throughout the pandemic, Janitorial staff have continued to clean and disinfect the common areas of our buildings along with occupied tenant suites nightly. This process includes routine cleaning as well as disinfecting horizontal work surfaces including desks, counters, tabletops and touch-points such as doorknobs, railings, and elevator buttons, with CDC approved virucides (Oxiver, Lysol, Arix). For tenants who have been remote and had janitorial service frozen, please notify us in accordance with the above policy so that we can schedule to have our vendor resume cleaning within the space, catch up on any deferred cleaning from the suite sitting dormant, and perform a first round of routine disinfection. If you have requests for additional service, a continued freeze in service, or an adjustment to the cleaning schedule please let us know and we will work with our vendor to meet your needs.

- We recommend a "Clean Desk Policy" removing all personal items, keyboards, mice and anything unnecessary from all work surfaces. This will allow the cleaning crew to clean and disinfect work surfaces more thoroughly.

Disinfection Services: Following the announcement of the return of workers, mid day disinfection within the building will resume to it's pre NYS PAUSE status in which door knobs, railings, buttons, and fixtures in the common area are disinfected.

Protective Supplies and Equipment: Our property management department is making every effort to secure additional supplies and equipment to help tenants maintain a safe and clean environment. As mentioned in early March, a quantity of hand sanitizer stations have been ordered, however were placed on back order to prioritize the needs of hospitals and medical users. We have been in communication directly with our supplier and the manufacturer and are assured that barring any unforeseen circumstances we will receive these stations soon and they will be installed in all buildings immediately upon their delivery.

Adjustments to Building Systems: Our HVAC systems currently employ the use of pleated filters which exceed manufacturer recommended MERV ratings. Despite this, we are in contact with our vendors to see if there are further practical measures that can be taken to improve filtration within the system. Where possible, we will also be making adjustments to our HVAC systems settings to increase fresh air circulation throughout the building.

Vendor Presence: Vendors who must be present to perform necessary work will be held to the same strict safety guidelines as our employees.



Supporting Our Tenants

Maintenance Requests: We take pride in our buildings and will continue to service them in the best way to keep you, your coworkers, and our valued engineers safest. As always, please submit any request for service via the online Tenant portal or if you do not have access, via [email to property management](#) or by phone to 518-869-9302. Where possible, in an effort to follow safer social distancing protocols, we have enacted a plan to service many non-emergency work orders after hours or prior to your suite opening for business. As such, a work order for a light-bulb in need of replacement may not be closed out by end of business that day, but upon return to your office in the morning will be complete. Emergency work orders such as leaks, overflowing drains, or electrical issues will still be handled immediately, we simply ask that to whatever degree possible you adhere to ample social distancing and our engineers will do the same.

Our Assistance: One of our strongest priorities in reopening the buildings is ensuring that we support our tenants in becoming operational in the safest way possible. To that end, if there are any needs with which we can assist you such as the installation of acrylic dividers in reception areas or the relocation of furniture to further distance workstations, please let us know how we can help. If you are having a difficult time securing anything you need please feel free to reach out so that we may offer any resources and vendors we may have. We want to work with you to help keep you and your team safe while returning to operations in any way we can.

Preparing Your Reopening Plan

There are countless factors that must be weighed when forming a successful reopening plan amidst an active pandemic. Leaders within the company should thoroughly consider each individual item to ensure the safety of their staff and recreating a productive workspace. If employees do not feel safe, they will not succeed, and if employees are not safe far worse consequences will arise. Factors to consider include..

- Timeline - At what point will you return to your office? Will certain governmental direction trigger this return?
- Staffing - Who comes back and when? Can reentry be phased based on necessity? Can some staff remain remote? Is it possible to stagger shifts or alternate days allowing all staff to access the office but reduce density?
- Safety and Hygiene Precautions - How will you enforce social distancing? Will you provide PPE to staff? Reinforce CDC recommended hygiene practices with staff.
- The Physical Office - Rearrange furniture to better distance employees. Can break rooms and kitchenettes be closed? Modify waiting areas to promote distance and limit congregation. Eliminate reception area magazines and shared pens, replace with hand sanitizer for guests and staff. Can meeting rooms be closed or converted to allow workstations to spread out? Prop doors open to promote touch-less entry throughout the suite. Determine if a walking path can be set to keep employees all moving in the same direction promoting distance. Can dividers and equipment be installed to keep staff safe?
- Operations - Designate one person to operate copiers and equipment or provide wipes to clean off interface. Determine who will be responsible for safely distributing and receiving mail. How can person to person exchange of documents be done safely, are physical copies necessary? Can meetings be conducted separately, from individual workstations?



- Plan For an Infected Staff Member - Notify staff, property management, and headquarters as needed. Who is responsible for coordinating disinfection? Adjacent coworkers must be self quarantined after exposure. While it may not always be practical to institute a sign in sheet within the office, be mindful of staff presence for tracing purposes and knowing who has been in contact with who. Can work from home be achieved immediately for quarantined employees? Pre-draft notices to staff and affected customers.

There are many valuable thought pieces on the subject of forming a reopening strategy which each cover different areas of consideration. Resources such as [this article](#), among others, are an excellent starting point to form an internalized plan and have helped us create our strategy for both our buildings and internal office. Above all else, always be sure to default to the [CDC Guidelines](#) for the most up to date information and recommendations on how to keep your workplace safe.

Moving Forward Together

The coming weeks will bring with them many changes. New governmental directives and best practice recommendations are released daily and we will continue to keep you apprised of any changes or additions to this plan these may cause. Updates on this document will be released regularly and we ask that you disperse it to your staff accordingly. Our number one goal is the safety and security of our tenants and our team, and we will continue to keep our eyes forward and our ears to the ground so that we will always be on the forefront of how best to do this. Please do not forget that we value the faith you put in us by choosing our buildings to house your businesses. As such, if there is anything we can help with, big or small, please reach out and we will do whatever we can to assist you in these trying times.

Wishing you continued safety and health.

Thank you,
Zachery Gohl
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If you have any questions, please do not hesitate to reach out to us at propertymanagement@rosenblumcompanies.com or call at 518-869-9302.