Building Operations – Responses To Date

• Most response/prevention efforts driven by tenants

• Building responses to date
  • Escalate cleaning protocols
  • Position hand sanitizer stations in lobby, gathering areas
  • Educate tenants on hygiene, building responses
  • Discourage public meetings, events
  • Close gathering areas (fitness centers, cafeterias, etc.)
  • Stockpile supplies (both cleaning and routine, high-volume items)
  • Communicate with tenants and other stakeholders
Building Operations – As the Epidemic Continues

• Building Operations
  • Restrict/adjust HVAC, elevator service to now-vacant floors
  • Close amenity areas
  • Will you shut down access to floor(s) with confirmed cases?
  • Will vendors be able to continue providing service?
  • Monitor supply chain, ensure adequate supplies
  • Reconfigure open office spaces as possible

• Communications Plan
  • What information will you distribute to other tenants if/when someone tests positive?
  • Who will receive the updates? Just primary tenant contacts? All occupants via emergency alert system? Vendors?
  • Will you update stakeholders on a set timeline? Or as cases are reported?

• Business Continuity Plan
  • If key employees must self-quarantine for 14 days, how will you maintain safe operations?
  • Crosstrain staff for mission-critical functions
  • Stockpile supplies (anything needed several months out)
  • Review lease agreements and insurance coverage

March 2020
Building Operations

- Should the epidemic escalate sharply (number of cases, fatality rate)
  - Prepare for mass absenteeism
  - Determine threshold for building closure
    - How and when will you communicate a full building closure?