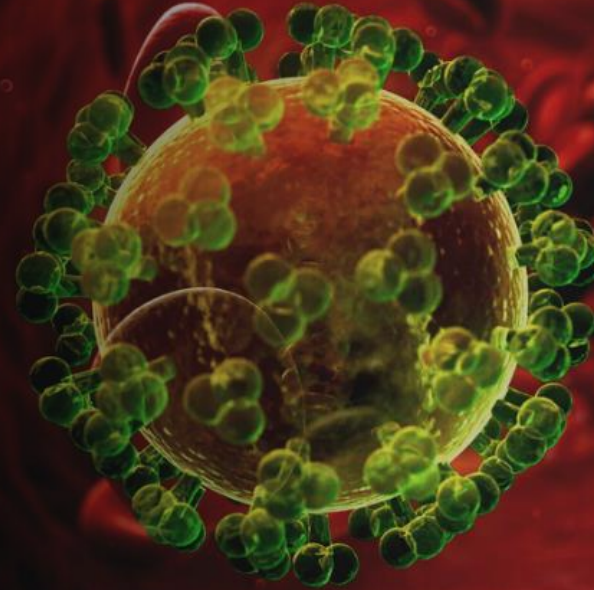


## Topics this webinar will cover:

- Public Health
- HVAC
- Janitorial
- Property Operations (Incl. Legal)
- Property Pandemic Planning
- Personal Preparedness Resources

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Seattle King County



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# BOMA Seattle King County Webinar: COVID-19

March 17, 2020 | 9AM-11:30AM

# BOMA Seattle King County Webinar: COVID-19



## **Welcome**

Angela Mercurief, BOMA Seattle King County Chair,  
Senior Property Manager, American Life Inc.



## **Webinar and Q&A Moderator**

Rod Kauffman, President and Association Executive,  
BOMA Seattle King County



## **Q&A Moderator**





Allison Delong, General Manager, Tishman Speyer



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# BOMA Seattle King County Webinar: COVID-19

## Reminders:

-  All attendees will be muted by our controller
-  Please enter your questions using the Q&A button on the bottom of your screen
-  This webinar will be recorded and posted to our website on March 18<sup>th</sup>
-  We will post any documents from this webinar or referred to during the webinar to our website: [www.bomaseattle.org](http://www.bomaseattle.org) front page link

# BOMA Seattle King County Webinar: COVID-19

## Disclaimer

Information regarding this COVID-19 presentation is changing rapidly.

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# BOMA Seattle King County Webinar: COVID-19

## About the Virus

**King County Public Health and CDC Representatives**

Public Health  
Seattle & King County



CENTERS FOR DISEASE  
CONTROL AND PREVENTION

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# **BOMA Seattle King County Webinar: COVID-19**

## **About the Virus**

# **Q&A**

# **Session**

 Please enter your questions using the Q&A button on the bottom of your screen

# **BOMA Seattle King County Webinar: COVID-19**

## **Building Operations - HVAC Systems**



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TCC Manager & Superintendent

Hermanson Company, LP

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# BOMA Seattle King County Webinar: COVID-19

## HVAC Systems:

1. What are the **governing regulations and guidelines?**

Links to these and other resource documents are posted to BOMA Seattle King County's website



[PDF] COVID19 Preparedness Checklist - 3/4/2020

[LINK] Coronavirus: Additional Resources and Links to Help Prepare Your Tenants and Your Buildings



## Guidelines

Recommended Practices for Filtration for Airborne Infections Containment Rooms in Health Care Facilities

## Guidelines for Environmental Infection Control in Health-Care Facilities

2015 SEATTLE MECHANICAL CODE



ANSI/ASHRAE Standard 62.1-2016  
Organization: ANSI/ASHRAE Standard 62.1-2016  
Includes ANSI/ASHRAE addenda listed in Appendix K

## Ventilation for Acceptable Indoor Air Quality

The Standard is under continuous maintenance by a Standing Standard Program Committee (SSPC) for which the Standards Committee has established a documented program for regular evaluation and update as necessary, including procedures for timely documented consensus action on requests for change to any part of the Standard. The change editorial form, requirements, and deadline may be obtained at electronic form from the ASHRAE website: [www.ashrae.org](http://www.ashrae.org) or in print form from the Sector Manager of Standards. The latest edition of an ASHRAE Standard may be purchased from the published source (see [www.ashrae.org](http://www.ashrae.org) or from ASHRAE Customer Service, 1801 Taylor Drive, NE, Atlanta, GA 30329-2400; E-mail: [standards@ashrae.org](mailto:standards@ashrae.org); Fax: 404/875-6399; Telephone: 404/875-6399), or call 1-888-437-6399 for the latest ANSI Z39.18-2016. For digital purchase go to [www.ashrae.org/standards](http://www.ashrae.org/standards).



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## HVAC Systems:

2. Air quality at the commercial property level: viability, efficacy and best practices.
3. Can some building HVAC systems transmit or propagate the virus?
4. Can building HVAC systems play a role in filtering out the virus?

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## HVAC Systems:

5. What HVAC system operating adjustments should be considered?

Fresh outside air intake?

Filter types and change out frequencies?

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## HVAC Systems:


6. Can filters be changed at low risk or no risk to maintenance personnel?

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## **Building Operations - HVAC Systems**

# **Q&A**

# **Session**

 Please enter your questions using the Q&A button on the bottom of your screen

# BOMA Seattle King County Webinar: COVID-19

## Building Operations - Janitorial Cleaning



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# BOMA Seattle King County Webinar: COVID-19

## Janitorial Cleaning Protocols and Issues:

On March 2<sup>nd</sup> the F5 Building in Seattle closed due to a possible COVID-19 exposure. Today, 15 days later, it is estimated that more than 80% of those regularly working in office space downtown are now working remotely.

1. Please give us a picture – a timeline overview - of what the last two weeks has been like for your businesses as Janitorial Contractors.

# BOMA Seattle King County Webinar: COVID-19

## Janitorial Cleaning Protocols and Issues:

2. How are janitorial **cleaning strategies** and frequencies changing?
3. What **protocols are being employed** when property managers are notified that a confirmed case is reported to property management?
4. Is a **certification** of some kind required to clean a space after it becomes known that a person with a positive test was working in a space?
5. What is the **recognized authority** that defines approved methods and materials to clean and sanitize in a space where COVID-19 infected a person?

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## Janitorial Cleaning Protocols and Issues:

6. **What cleaners** are being used in what situations?
7. Are **standard cleaning** solutions effective?
8. What are your **supply chain** challenges for:
  - Supplies?
  - Equipment?
  - Personal protective gear?
  - Other?
9. Property managers would like to know if we will **run out of supplies.**



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## Janitorial Cleaning Protocols and Issues:

10. Janitorial firms carry **direct contracts** with some **tenants** – has this changed during this COVID-19 crisis?
11. What are your **clients asking** of you?
12. How do you address **requests and expectations** that are difficult or impossible to meet?
13. What would you like to **share with Property Managers**?

# BOMA Seattle King County Webinar: COVID-19

## Janitorial Cleaning Protocols and Issues:

14. Between requests for extra cleaning and so many office workers working remotely – what **staffing issues/challenges** do you have?
15. **Janitors** and day porters are on the frontlines in our industry – we all consider them team members - **how are they doing?**
16. What can you tell us about protocols and practices to help keep **janitors** and your supervisors **healthy and supported?**
17. If the significant draw down in office workers in buildings continues, can **janitors remain employed** or might there be layoffs?

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## Janitorial Cleaning Protocols and Issues:

18. How are **high touch surfaces** – door handles, elevator buttons, restroom surfaces – being cleaned and how often?
19. Does extra, specially-focused cleaning **raise alarms** with building workers?
20. Have there been any shift in preferences or requests between **paper towels vs. hand dryers**?
21. What **advice** would you like to share with property managers?

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## Janitorial Cleaning Protocols and Issues:


22. It's hard to predict **the future** – where do you see this crisis going with respect to your business and client needs?

# **BOMA Seattle King County Webinar: COVID-19**

## **Building Operations - Janitorial Cleaning**

# **Q&A**

# **Session**

 Please enter your questions using the Q&A button on the bottom of your screen

# BOMA Seattle King County Webinar: COVID-19

## Property Operations - Property Management



Mick Newell  
Senior Property Manager  
Washington Holdings



Rebecca Uusitalo  
General Manager  
Urban Renaissance Group



Margaret Webb  
General Manager  
CBRE



Drew Hicks  
Vice President & Senior Property  
Manager  
Kidder Mathews

# BOMA Seattle King County Webinar: COVID-19

## Property Operations - Legal



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## Communications/Notification Protocols:

1. How often and what kind of **announcements** are building managers making to staff, tenants and vendors?
2. What **notification protocols** to staff, tenants and vendors are being required or deployed when a tenant has reported an employee or visitor has tested positive.
3. When **informing building tenants** that a person working in the building tested positive – how much detail do you give?
4. Many property operations teams are running their **public announcements** through their legal teams – what is the caution here?



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## Property Operations & Tenants:

5. What are building owners asking building managers?
6. How frequent are building owners and managers talking to each other?
7. What are **tenants asking** & expecting of building management?
8. What **issues** are unclear between tenants and building operators, is there friction, and if so over what issues?

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## Property Operations & Tenants:

9. What protocols are being followed when building management is notified that a person working in the building **is suspected** of having COVID-19? Is there an **investigative checklist**?
10. What protocols are being followed when **a positive test** is confirmed?
11. What are some of the general **operational changes** and procedures being employed in office buildings due to the COVID-19 Emergency?
12. Some buildings have decided to **control access and entrances**. What would be the reason for this and how might they go about it?

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## Property Operations & Tenants:

13. Who leads in selecting and engaging **special cleaning requests** in a tenant space - the tenant or building operator?
  
14. As the number of people working in office buildings has declined rapidly, how is this impacting building operations **staffing levels**?
  
15. As more and more **property management teams** themselves **work remotely** – how is building operations being staffed?

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## Property Operations & Tenants:

16. One **cleaning strategy** being deployed is to forgo vacuuming and garbage pick up in order to perform more high touch surface cleaning. Do tenants feel their spaces are not being cleaned when they see unvacuumed carpet and unemptied waste cans?
  
17. What **help** and assistance might we **offer staff and contractors** during the crisis? (such as parking to avoid public transit)

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## Property Operations & Tenants:

18. What should property professionals require of janitorial contractors in terms of **cleaning protocols**, equipment and materials – what specifications are being used in RFPs?
  
19. What **supply chain** issues are you experiencing?

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## Legal - Lease related issues – landlord tenant:

20. When a person working or visiting in the building has received a positive test result – does the building operator have any **legal reporting responsibility to some agency?**

*Doctors must report to public health and employers must record the injury or illness (OSHA)*

21. **Force majeure** – what is it and why is this barely used lease clause present?

*Force Majeure: Unforeseeable circumstances that prevent someone from fulfilling a contract - force majeure refers to a clause that is included in contracts to remove liability for natural and unavoidable catastrophes that interrupt the expected course of events and restrict participants from fulfilling obligations.*

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## Legal - Lease related issues – landlord tenant:

22. **HIPPA privacy laws** – what do building operator need to do/not do to comply?
  
23. What are management teams' **basic legal responsibilities** in this crisis?
  
24. What are management teams' **basic lease responsibilities** in this crisis?

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## Legal - Lease related issues – landlord tenant:

25. What **legal right** does management's team have **to remove** a person suspected of being ill?

*There is an example in town of a person known to have tested positive that would not leave the workplace when they learned of their positive test and the employer did not remove that person for several hours.*



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## Economic Issues:

26. Over 50 downtown restaurants have closed as well as some other retail tenants in the past 10 days. Are owners and property managers being approached about **rent abatement** or other relief? In general, how do you think landlords will respond?

27. What **options** does an owner have to **help retail tenants**?

28. What are the revenue and expense exposure to the property in this crisis?

Parking income?

Drawback in lease and sales transactions?

Rent abatement?

What else....?

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## Economic Issues:

29. **Who pays** for increased cleaning of common areas?
30. Under what situations is **extra or special cleaning** the financial responsibility of a specific tenant?
31. **Who pays** if a full building cleaning of multi-tenanted space is ordered because one tenant had an employee test positive?

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## Tips and suggestions - Lessons Learned:

Several real estate colleagues attending today's webinar are from out of the Seattle-Bellevue area. Many of them will soon be experiencing the rapid flow of events we have in the past 15 days. Things might move even faster for them.

30. Knowing what you know now, **what suggestions** do you have for them in terms of property operations?
  
31. **What has surprised** you the most about the past three weeks as a professional real estate manager?


# **BOMA Seattle King County Webinar: COVID-19**

## **Property Operations - Property Management**

**Viruses Don't Discriminate – Neither Should People**

# **Q&A**

# **Session**

 Please enter your questions using the Q&A button on the bottom of your screen

# BOMA Seattle King County Webinar: COVID-19 Property Pandemic Response Plan Basics



Jan Bishop, General Manager, U.S.  
WPS Disaster Management Solutions  
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## Facility Management 'Blue Sky' (Pre-Pandemic Declaration or Outbreak)

- Meet with Staff to understand how a pandemic could affect your building staffing level challenges if faced with 25%-60% Staff absenteeism.
  - What cross-training should occur?
  - Develop a strategy to manage and plan for absences, what and how to communicate with tenants, intelligence gathering, and critical facility systems operation.
  - How will you manage Staff employees who become ill at work?
- **Identify Infrastructure Essentials**
- Identify the core facility functions, direct staff and roles, skill sets, vendor/contractors, MOUs and contracted commitments, and then set priorities for those functions should pandemic-related absenteeism impact building operations.

# BOMA Seattle King County Webinar: COVID-19 Property Pandemic Response Plan Basics

- **Supply Readiness**
  - I.D. essential supplies and fulfill stock shortfall.
    - Disposable disinfectant wipes, hand sanitation gel and dispensers
    - Disinfecting and cleaning supplies
  - Will you provide essential supplies for your contracted front-line providers (Security, Operations, Janitorial) when onsite?
    - N95 masks, goggles, Nitrile gloves, disposable coveralls, shoe booties
  - Tenant supply, procedures readiness?
    - How will Tenants manage their employees who become ill at work?
- **What You Know / Need to Know?**
  - Review and, if necessary, update business continuity plans, communication methods and content options to the Building Team and Tenants.
  - Review and update contact information of Staff, Vendors and Tenants.
  - How will you monitor public health official updates and recommendations?
  - How flexible is your building closure decision process?

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## Property Pandemic Response Plan Basics

- **Facility Management 'Gray Sky' (Pandemic declared)**
  - Staff health priorities, incl monitoring for health, signs of fatigue, fever or coughing.
  - Install hand sanitation stations within mechanical rooms, janitorial closets, washrooms, at every entrance to the facility and in each floors' elevator lobbies.
  - Post and communicate hand hygiene, cough, and environmental cleaning best practices.
  - Best options for restricting / controlling access of persons presenting illness
  - Where possible, encourage and increase social distancing and reduce group gatherings
    - Are staggered shifts, online meetings, avoiding public transportation options?
  - Communicate to facility occupants so they can react appropriately.
  - Activate area cleaning and disinfecting, escalating to facility closure for mass disinfecting in response to degrees of probable widespread contamination.

# **BOMA Seattle King County Webinar: COVID-19**

## **Personal and Family Preparedness**

<https://www.cdc.gov/coronavirus/2019-ncov/community/home/index.html>

- **Planning Ahead & Be Ready**
- **Checklist to Get Your Household Ready**
- **Cleaning and Disinfection Recommendations**
- **What to Do if You Are Sick**
- **FAQs for Individuals & Families**



# Coronavirus Prevention and Response

Rob French, Principal  
AK Preparedness



- 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**

- 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



- 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?

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## Q&A Session

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