

During this time of transition, we would like to provide you with updates to our building operating procedures, policies, and best practices. We will follow-up over the coming weeks with any additional changes. As a reminder, these procedures, policies, and best practices are in place for building common areas. We encourage individual tenants to follow [CDC](#) guidelines related to COVID-19. If you have any further questions or concerns, please do not hesitate to contact your property manager.

### **Building Operations**

#### Tenant Suite Access

- With the exception of cleaning contractors, all other contractors hired by Nationwide Realty Investors are not permitted to enter a tenant suite without a Nationwide representative present and advanced notification.
- Nationwide Realty Investors employees will only enter a tenant suite if requested to do so via the 360 work-order system.

#### Mask Wearing

- Tenants and visitors are required to wear face coverings while in the common areas of our buildings.
- Nationwide Realty Investors employees and all contracted vendors will continue to wear a mask while in the common areas and within tenant spaces, whether occupied or not by a tenant.

#### Building Signage

- The following signage remains within our building common areas:
  - Entrances – social distancing and mask requirement
  - Lobbies – social distancing, mask requirement, and symptom information/reporting requirements
  - Elevators – capacity limits – two individuals to allow for social distancing
  - Restrooms – handwashing instructions

#### Enhanced Cleaning

- Day Cleaning:
  - All common area high touch-point surfaces are cleaned regularly.
    - High touch-point surfaces include entrance door handles, elevator touchpoints, stairwell doors and railings, restroom doors and fixtures.
- Night Cleaning:
  - The enhanced scope of cleaning services includes disinfecting nightly all common area hard surfaces within tenant spaces.
    - Hard surfaces include kitchens, conference rooms, and break room areas.
- If your office requires additional enhanced sanitization, please contact your property manager for assistance.

#### Building Amenities

- Hand sanitizer stations remain in each lobby for tenant and visitor use.
- Drinking fountains in the common areas will continue to be temporarily disabled until further notice to.

#### HVAC Operations

- HVAC systems (where mechanically possible) have been programmed to allow for increased outside air intake as a step to bring in additional fresh air.
- Air filtration on rooftop units and heat pumps have been enhanced to MERV 13 filters; with filter changes occurring quarterly.

#### Elevators

- Elevator capacity is limited to two individuals per cab at a time to encourage social distancing.
  - Stairwells are available as an alternative for those willing and able.

#### Restrooms

- Handwashing instructions remain posted in all common area restrooms to encourage appropriate cleansing techniques to combat the spread of germs.
- Additional trash receptacles remain placed in all restrooms near the exit door to limit door handle touchpoints.
- Common area hot water temperatures have been checked and adjusted as necessary to bring them up to maximum levels allowed by code.

#### **COVID-19 – Q+A**

What should you do if someone tests positive for COVID-19 and has been in your office building?

1. Notify local public health officials.
2. Advise your property manager by phone or email immediately.
3. Our response will be consistent with [CDC guidelines](#) for environmental cleaning and disinfection recommendations as outlined in this [link](#), and may vary by circumstance.

How will information be shared with tenants in the event of a suspected or confirmed case of COVID-19 in the building?

- If Nationwide Realty Investors is notified of a confirmed case of COVID-19 in a multi-tenant building, Nationwide Realty Investors will immediately notify the tenant contact of record of each tenant in the building and assist the tenant in performing any and all necessary CDC approved protocols to clean and prepare for re-occupancy.
- Cleaning services will be deployed in common areas of the building in compliance with CDC guidelines.

If a confirmed case of COVID-19 is identified in a multi-tenant building, will all businesses in the building be asked to temporarily work elsewhere while cleaning and disinfecting takes place?

- All tenants impacted by a positive COVID-19 test will be immediately notified by property management.

- Factors such as; the type of business, job function of the individual infected with COVID-19, layout of the tenant space, and positioning within the building will dictate tenant instructions during the disinfecting and cleaning of the contaminated spaces.
- Cleaning will be completed in the space to prepare for re-occupancy in accordance with CDC guidelines.

What is the COVID-19 safety protocol for maintenance staff and outside contractors (masks, gloves, etc.)?

- Social distancing is required.
- Masks are required to be worn in all common areas and tenant areas (whether occupied or not).
- Wash or sanitize hands before AND after entering the building and or tenant space.
- Gloves are not required; however, if gloves are worn, they should be discarded between each service call and or each entry into a tenant space.

Will a suite be cleaned if an occupant tests positive for COVID-19?

- The suite will be thoroughly cleaned and disinfected in addition to all common areas that the infected individual came in contact within compliance with CDC guidelines.
- Immediately notify your property manager if an individual tests positive for COVID-19 so appropriate actions can be taken.

What are retailers and restaurants doing to practice social distancing within their establishments during COVID-19?

- Each retailer and restaurant are responsible for establishing social distancing protocols consistent with local ordinances.