



STANDARD PROTOCOL AND BEST PRACTICES FOR TENANTS CORONAVIRUS (COVID-19)

TENANT RESPONSE RECOMMENDATIONS TO RESTORE OFFICE CONDITIONS FOLLOWING A MEDICALLY CONFIRMED CASE(S) OF SARS-COV-2 IN A NON-HEALTHCARE ENVIRONMENT

The purpose of this response plan is to provide guidance for restoring building conditions and resuming normal operations following the identification of a medically confirmed case(s) of the Novel Coronavirus (SARS-CoV-2) in a non-healthcare tenant space. The following steps should be considered in an effort to reduce the spread of infection from SARS-CoV-2 while also ensuring continuity of operations:

- Notify property management that a medically confirmed case(s) of SARS-CoV-2 has been identified in your office space and the steps you (tenant/building) are undertaking to restore office functions to normal operations. Important information may include the general location of the individual, areas of the building frequented and time period that the individual was present in the building. Note: Do not provide the name of the infected individual.
- Notify property employees that a medically confirmed case(s) of SARS-CoV-2 has been identified in the office space and the steps you (tenant/building) are undertaking to mitigate the risk of exposure to SARS-CoV-2 to employees and to restore office functions to normal operations. Note: Do not provide the name or location of the infected individual to other employees.
- Identify the areas frequented by the exposed or confirmed infected person(s), for example, floor(s), office(s), conference rooms, bathrooms, hallways, stairwells, etc., during the period the exposed or confirmed infected person(s) reported being contagious to determine the scope of the remedial efforts.
- Instruct your employees in the affected office(s) to work from home and self-evaluate their condition for symptoms (i.e., fever, cough and shortness of breath) of COVID-19. Individuals who develop symptoms should seek medical advice.
- Temporarily vacate and secure the office(s) of the exposed or confirmed infected individual(s) by posting signs to restrict access to all personnel. A number of factors, including but not limited to the number of affected areas and the number of exposed or confirmed infected individuals, should be used to determine if an entire office or floor should be vacated.
- Determine the scope of necessary cleaning. Scope shall include locations and procedures (see bullets below for details). Communicate this scope to property management. Contract a professional environmental company to perform a “deep-cleaning” of the affected areas of your space. To reduce the virus load of potentially contaminated surfaces, the following “deep-cleaning” procedures should include the following:
 - At a minimum, all workers shall wear the appropriate personal protective equipment (PPE), including but not limited to Tyvek suits, disposable gloves, eye protection and an N-95 or higher rated NIOSH-approved respirator;
 - Refer to the SDS for the disinfectant(s) used for any additional requirements;
 - All surfaces, including but not limited to walls, carpeting, office furniture, etc. shall be treated with an EPA-registered disinfectant for use against SARS-CoV-2. Refer to the following link <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2> for a list of EPA-registered disinfectants; visibly dirty or soiled surfaces should be cleaned prior to application of the disinfectant;

- Application of the disinfectant should be applied in accordance with the manufacturer’s directions for use so as to achieve the optimal contact time for disinfection; disinfectants should be allowed to air dry completely;
 - The use of electrostatic delivery systems should be considered the preferred methodology for application of the disinfectant over conventional wipe methods; If this technology is not available, a more traditional approach using manual means may be considered;
 - Special attention should be given to “high contact surfaces”, including but not limited to desks, countertops, filing cabinets, doorknobs, light switches, computers/keyboards, telephones, etc.
- After “deep cleaning” consider performing “enhanced cleaning” of all high contact areas in your space throughout the day by an appropriately trained cleaning crew. Enhanced cleaning shall target frequently touched surfaces, including but not limited to:
- Doorknobs
 - Light switches
 - Computers, monitors, keyboards and the mouse
 - telephones
 - Copy machines/printers
 - Counters
 - Sinks and faucets
 - Kitchen areas including any associated appliances (i.e., refrigerators, coffee machines, microwaves, water dispensers, etc.)
 - Entry lobby desks and surfaces (if present)
- If needed, engage an Industrial Hygiene or Environmental Consulting firm to assess the situation and advise on the need for additional procedures and/or steps to be taken in more complex situations.
- Notify property management when milestones related to cleaning and re-occupancy are met.
- If the Centers of Disease Control and Prevention (CDC) or local health authority responds to the situation, follow the directives of the health authority on site.

NOTE: It is extremely important that affected tenants provide detailed communications to property management so that we can effectively respond to other building tenants and perform an appropriate building-wide response.