

TALON|pure

Trellis

Returning to Work Safely and Responsibly

TALON PURE PROTOCOL

TALON|M



Talon Pure is an initiative to create the cleanest and healthiest workplaces of the future. As building owners, employers, and employees have newly heightened sensitivities to the workplace, we are pursuing a forward-thinking evolution to our sites and operations. Talon Pure initially will focus on preparing office buildings for the safe return of the workforce from stay-at-home directives. We will transition from immediacy into long-term planning to create the office experience of the future. The initiative will be bound by collaborations, communication, and ingenuity.

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We must all work together to ensure a safe and healthy workplace.

We are actively preparing the workplace as Work-From-Home (WFH) requirements loosen and more employees return to work. Talon | M is providing building protocols and a platform for collaboration with employers and vendors to conduct business in a safe environment. We believe the best path to successfully manage the COVID-19 challenges is to partner together with a shared vision for safety.

The health and safety of the people who use the building should be treated as a shared responsibility with all parties working collectively to improve the physical environment for the benefit of all building users. The World Health Organization (WHO), Center for Disease Control (CDC) and the Occupational Health & Safety Administration (OSHA) are the primary sources for guidance on COVID-19. OSHA requires employers to comply with workplace safety and health standards and some of their recommendations are included here.

We hope to clarify the overall approach property managers will take with respect to the re-population of the buildings and communication with all stakeholders. The goal is to create an office environment that feels safe and welcoming when employees are ready to return. We will provide visible reminders and evidence of the careful consideration given to the cleanliness, accessibility and safety as individuals and companies consider returning to the workplace.



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Building Protocol

In preparation for the return of the workforce to the physical workplace, we have considered a variety of pre-workforce return checks, tasks and assignments. As part of that pre-return activity, we recommend employers develop a COVID-19-specific workplace plan that outlines strategies and tactics to combat and/or minimize the likelihood of spread of virus in workplace. The following are examples of return-to-work building-wide plans in progress and some suggestions for employers to implement.

GENERAL BUILDING



LOBBIES AND COMMON AREAS

- Arrival messaging signage will be placed at building entrances to reinforce the Talon | M vision of a safe work environment through active collaboration with building management, tenants/employees, and site vendors.
- Sanitizing stations/sanitizer added to most visible and used common areas – building entry/exits, elevator lobbies, amenity centers.
- Floor shading and other signage added to encourage social distancing in close-quarters– elevators, restrooms, common area lobbies.
- Decommission and re-purpose large gathering spaces, prohibit the use of small rooms by groups and convert to single occupancy only.
- Reduce capacity of spaces—e.g., remove some chairs or rearrange furniture and post capacity limitation with visible signage



JANITORIAL

- Procure, install, test the use of new sanitization equipment and products, examples:
 - » Touch-free sanitizing system for restroom door handles.
 - » Self-cleaning sleeves, mats, self-stick skins that can be applied to high-touch areas; door handles, restroom partitions, kitchenette counters, fridge doors, reception desks.
 - » Products are in high demand and we are ordering and installing some now and others as supply allows.
- Maintain above-standard cleaning initiatives – focus on disinfecting and sanitizing of high-touch common areas (entry doors, restroom doors/fixtures/partitions, suite entry doors).
- Enhanced janitorial scope on amenity centers (conference/fitness).
- Connect tenants with janitorial services to consider enhanced above-building standard cleaning of kitchenettes, lunchrooms, and other employee-shared areas.



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REMEMBER TO WASH YOUR
HANDS FOR AT LEAST

20

SECONDS



HVAC

- Verify the operation of makeup and exhaust; set outside air in-take at maximum practical levels to increase frequency of air changes
- Temporary settings of 100% outside air will be implemented in higher-risk environments (positive employee test for Covid-19)
- Individual diffuser adjustments may be made to offices where air is blown directly onto an employee
- Verify operation and check for any trouble indicators; system most likely was continuously operational—arrange for a FLS systems contractor to check system



CONFERENCE ROOMS AND SHARED SPACES

- Talon | M will follow local regulatory authority guidance on meeting size restrictions and more stringent guidelines may be implemented to close building conference facilities or restrict size of meetings.
- Calculate the maximum capacity of each room by dividing the net usable area by the square of the locally acceptable social distance (e.g., for a 6' social distance: a 200 SF room divided by 36 SF would have a recalculated maximum capacity of 5 people).
- Communicate this capacity via signage and room reservation tools.
- Enhanced cleaning and HVAC protocol for building meeting rooms and restrooms following each use.
- Ensure rooms have state-of-the art connectivity capability to conduct low-density site meetings with high-volume virtual participation.

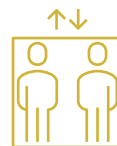


FITNESS ROOMS

- Initially will remain closed, consider reopening as governmental guidelines dictate
- Upon reopening maximum occupancy rules and social distancing will be implemented
- Use of face masks may be required



Upon reopening maximum occupancy rules and social distancing will be implemented.



ELEVATORS

- Elevators represent a particularly challenging area to establish social distancing. Methods for managing the use of elevators might include the following:
- Social distancing queue management for waiting passengers
- Instructional signage displaying healthy elevator use protocols including passenger limits and safe distances in the carriage
- Ensure ongoing cleaning of high-touch surfaces—panels/buttons



SHIPPING & RECEIVING [USPS/FEDEX/UPS]

Deliveries will be directed to a designated location in tenant lobby or immediately outside tenant-entry door to allow for disinfecting prior to internal distribution.



All packages should be disinfected prior to internal distribution.



ON-SITE FOOD SERVICE TENANTS

Tenants with food operations at the property will need to consider, plan, and implement a range of measures to address the regulatory guidelines around reopening. They should include social distancing measures that may differ depending on the specific circumstances.

General guidelines include:

- Recommend clear-shield paneling at cash wrap
- Separate and/or reduce seating density
- Implement in-restaurant signage to reinforce social distancing
- Practice touch-free transactions where practicable
- Consider drive-through or curbside options
- Consider increasing outdoor seating at low density



OFFICE TENANTS

Tenants with typical office operations should consider the following guidelines when returning to occupancy after extended time away.

- Remove and dispose of any spoiled products in kitchenette/break room
- Clean and sanitize all appliances
- Plug in and turn on appliances
- Turn on supply water to appliances (coffee makers, ice makers, etc.)
- Check operation of each appliance
- Coordinate check of food, beverage, and other items with vending machine vendor
- Provide adequate stock of hand sanitizer, disinfectant wipes, and other such product
- Review self-cleaning technology for high touch surfaces and applications for tablets and screens
- Place signage in workspace and common areas promoting worker safety through emphasizing hygiene and social distancing practices.
- Implement a routine to wipe/disinfect shared touch points: refrigerator doors, dishwasher handles, sinks/faucets, copier buttons, suite entry/exit doors, file cabinets, mail/deliveries/packages
- Establish guest and visitor policies to limit access to certain categories of site visitors such as vendors, contractors, and pre-scheduled groups
- Restrict the general public's access to the office, restrict access to only certain workplace area(s)



SPACE PLANNING

Various space planning solutions can be used to reduce transmission of contagious diseases among colleagues at work through social distancing. Solutions may differ depending on how many people are expected to return to work versus continuing to work from home. Understanding that dynamic will allow calculation of the total workforce expected to be accommodated in the office and assessment of the demand for workspaces and common spaces.

Employers should consider “6 Foot Office” protocols including modifications to bench seating, cubicle orientation, etc. An established methodology for density monitoring - conducting regular occupant counts - or considering new technological solutions can quantify the utilization of spaces and inform decision making. Additional considerations include:

Circulation Spaces

- Designate and signpost the direction of foot-traffic in main circulation paths: corridors, stairs, entries

- Consider one-way circulation routes through the workplace
- Mark increments of locally acceptable social distance on floors where queues could form

Individual Seats

- Use alternate desks (checkerboard); disable the use of alternate desks; or remove alternate desks altogether
- Add desks to spaces previously used for group activities (convert training/meeting rooms, café area and the like into desk areas)
- Increase space between desks
- Add panels between desks including height adjustable panels for sit/stand desks
- Specify seat assignments for employees to ensure minimum work distances
- Review sharing ratios if new sanitization protocols are introduced

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Management
Initiatives



VIRUS IDENTIFICATION PROTOCOL

Known/reported employee tested positive for Covid-19.
Talon | M will follow the following procedures:

- Procure as much information as practical – dates individual was last at work, location, path of travel, identify likely co-worker contacts
- Notify building population that there has been a confirmed case
- Close the affected tenant space for a minimum of 24 hours to eliminate presence of droplets
- Immediately contract with our Hazmat vendor
- Hazmat vendor to disinfect critical-area tenant space touch points AND common area touch points
- Run HVAC system 24-7 at 100% outside air to maximize air dilution rate
- Prohibit nonessential traffic through the building

Talon | M will also recommend the employer follow CDC guidelines, which currently include 14-day quarantine of affected employee and all other employees who came in contact and temporary closing of business operations.



Run HVAC system 24-7 at 100% outside air to maximize air dilution rate.



SHARED COMMUNICATIONS

Creating a sense of safety and security for employees is a key component of a successful return to work. Our goal is for this to be jointly owned by landlords, building managers and the occupants, and all share some responsibility with communications. We endeavor to work together with employers and employees for all to understand new policies that will impact the way people arrive at, move through, work in, and utilize the spaces and amenities in and around the building.



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TALON | M COMMUNICATION COMMITMENTS

- Regularly poll tenants to understand new occupancy projections (% of workforce working from home); will communicate property-wide to set employer expectations for building usage.
- Provide employers resources for enhancing productivity in a virtual environment. Establish a cache of technology resources – consultants, applications, programs, hardware – connect tenants and resources as desired.
- Coordinate training and demonstrations to help employers/employees w/ virtual workforce skills and tools
- Broader scale communication from the management office directly to employees through technology – tenant-engagement software application – to provide real-time mass communication



EMPLOYER COMMUNICATION

- Broadcast WHO, CDC, and OSHA COVID-19 safety guidelines
- Encourage employees' engagement in the site software communication application (for direct building-management-to-employee-base communication)
- Provide immediate information on COVID-19 cases known/suspected contact with COVID-19
- Encourage employees to participate and comply with new work practices
- Establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work force.
- Discontinuing nonessential travel to locations with ongoing COVID-19 outbreaks. Regularly check CDC travel warning levels at: www.cdc.gov/coronavirus/2019-ncov/travelers.
- Developing emergency communications plans, including a forum for answering workers' concerns and internet-based communications, if feasible.

Workplace Suggestions for Employers:

OSHA recommended Administrative Controls

www.osha.gov/SLTC/covid-19/

- Encouraging sick workers to stay at home.
- Minimizing contact among workers, clients, and customers by replacing face-to-face meetings with virtual communications and implementing telework if feasible.
- Providing workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE).
- Providing resources and a work environment that promotes personal hygiene. For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.

Potential New Employer Roles and Responsibilities. To fulfill new obligations and tasks, organizations may need to redefine the roles and responsibilities of existing staff or hire for new and different skillsets. These may include:

- COVID-19 Block Captains: organized by company to assure all employees are respecting precautions and protocols. Block Captains would also facilitate and maintain open communication with building ownership and management
- PPE and Training Experts: maintain knowledge of PPE use, quantities, stock, location
- Quarantine Marshals: coordinate the response to a colleague exhibiting symptoms; quarantine room; notifications; call for medical support, organize transportation
- Delivery Clerks: administer receipt of and sanitize all items arriving in the workplace such as packages, couriers, food, etc. (this role may be fulfilled by mailroom staff in large organizations)
- Supply Managers: responsible for securing and distributing office supplies to staff on request



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Talon | M
Employee Protocol



MANAGEMENT / ADMINISTRATIVE

- Offices will reopen with staggered in-office attendance and work-from-home shifts/rotation
- Remote technology is now in-place for all office staff
- Laptops, Uber audio/video conference, VPN, remote computer visibility, increased cyber-security log-in access, Talon Share File site



Offices will reopen with staggered in-office attendance and work-from-home shifts/rotation.



MAINTENANCE ENGINEERING

- PPE supplied – gloves, masks, eye protection and coveralls
- PPE disposal practice – discard after single use
- Employee workstations have been relocated to separate engineers and dayporters during sit-down work and lunch times
- Staggered shift to allow for work order resolution and preventive maintenance during non-peak occupancy hours



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