

REOPENING THE WORKPLACE

JUNE 1, 2020

 PENZANCE





A MESSAGE FROM OUR MANAGING PARTNER AND FOUNDER:

At Penzance, our highest priority has always been the well-being of our tenants. We are focused on providing best-in-class property management and customer service. Returning to work as COVID-19 government restrictions are lifted affords us the chance to demonstrate our long-standing commitment to best practices, with an emphasis on cleanliness, safety and security. This guide is designed to promote an environment that is clean, safe and secure for our tenants across the buildings in our portfolio.

Following the principles established by the Center for Disease Control (“CDC”) and public health officials in the states and localities in which our buildings are situated, we have developed the protocols outlined here for returning to work at our buildings. We will revisit these protocols periodically to include new or revised recommendations from public health authorities so that they remain up-to-date.

Communicating regularly with you has always been key to our success, and now it is even more critical: Your success and ease of re-opening is our success. We invite feedback and recommendations as to how we can help make your re-opening easier, and if there are additional services we can provide to help in the process, please let us know; we would be happy to do so. We are in this together, and we will get through it together.

Please stay well and safe.

Best,

Julia Springer
Managing Partner and Founder

What is Penzance Implementing?



- **ENHANCED BUILDING OPERATIONS**
- **ENCOURAGING SOCIAL DISTANCING**
- **CLEANING AND SANITIZING**
- **SAFETY**
- **COMMUNICATION**



ENHANCED BUILDING OPERATIONS

WAYFINDING:

Designated path of travel for high traffic, building lobby, common areas, and building entry/exit areas.

ELEVATORS:

Reduced occupancy for all elevators and signage indicating where to stand.

STAIRWELLS:

Use of stairwells during business hours is encouraged. Path of travel to be designated one-way.*

DELIVERY SERVICES:

Delivery of packages limited to one area in the main lobby.*

FURNITURE:

Reconfigured furniture in main lobby, amenity, and conference centers to maximize distancing.

FOOD SERVICE:

Food delivery cart(s) placed in main lobby.*

SECURITY CHECK-IN:

Sneeze-guard plexiglass added to all security desks. All vendors or visitors to present identification and guards to write down information in the guest book. Rearrange lobby desk seating to keep guards separated except for shift changes.*

AMENITY, CONFERENCE, GYM FACILITIES:

Amenity and conference centers, gym facilities, bike rooms, showers, and locker rooms will remain closed or highly limited (dependent upon local government guidance). Removal of all shared coffee, water, and food in amenity and conference areas.*

HVAC:

Use of high grade MERV 13 air filters.*

** denotes where applicable*

ENCOURAGING SOCIAL DISTANCING

FOOT TRAFFIC:

Directional markings on the exterior of the main lobby doors to indicate exit and entrance and on the lobby floors to indicate the flow of traffic.

Tape off markers six feet apart from lobby elevator doors to help gauge distancing.

Designate stairwells as up or down stairwell during non-emergency.

SIGNAGE:

Reminders of social distancing, hygiene practices, cleaning protocols, and other critical defense measures will be displayed throughout the building. Signage will show policy and procedure recommendations.

CLEANING AND SANITIZING

CLEANING:

Established enhanced building cleaning protocols to minimize the spread of germs, with a focus on high-touch areas. Ongoing training and PPE for all cleaning staff.

RESTROOMS:

Signage posted in restrooms displaying CDC guidelines on handwashing. First set of restroom doors to stay open. (where applicable)

OTHER:

Increase frequency of stairwell cleaning to account for greater expected use. Disable touch screen kiosks.





SAFETY

ONSITE EMPLOYEES:

Onsite Penzance employees, security, and garage staff to wear PPE while working.

SANITIZATION:

Deployment of handsanitizer stations at various points throughout the building.

SERVICE REQUESTS:

Non-critical service requests to be completed before and after-hours. Contractors required to wear PPE.

FACE MASKS:

Anyone entering the building will be required to wear face masks at all times in the main lobby and other common areas, as mandated by local jurisdictions.



COMMUNICATION

COMMUNICATION:

Continue to have frequent dialogue with tenants about their re-occupancy plans and future changes to Penzance's policies.

NOTIFICATION:

Property management will notify tenants of the presence of a positive COVID-19 test in the building.

TENANT SERVICES:

Penzance can provide construction management and workplace design resources. Please reach out to property management if reopening assistance is needed.

Disclaimer:

The COVID-19 (Coronavirus) outbreak is an ongoing, rapidly developing situation. The information provided in this guidebook does not constitute legal advice. The content, and materials presented in the guidebook are for general informational purposes. The information and guidance provided here is for your reference and has been obtained from publicly available sources, including federal agencies and governmental entities, companies, trade associations and consultants. This information may vary based on the source. As there is much to learn about COVID-19, please be advised that Penzance can give no assurances as to the completeness of the information provided in this guidebook. The information is intended to assist Penzance's tenants with general guidance on a range of matters related to COVID-19. Penzance encourages you to monitor publicly available information and to always follow federal, state and local public health organization guidance and government mandates. Information in this guidebook may not always constitute the most up-to-date information and you are advised to perform your own independent research and conclusions related to this information. No reader, user, or browser of this guidebook should act or refrain from acting without first seeking advice from counsel or advisors in its relevant jurisdiction. All liability with respect to the contents of this guidebook is expressly disclaimed.