

# COVID-19

## TENANT RESOURCE GUIDE

This document provides guidance for preparing tenant-leased space for the safe return of employees, visitors, vendors, contractors, and others. Included are recommended operational and safety procedures and protocols that should be implemented, updated, or enhanced to fit your needs as we prepare to live and work in a post-COVID-19 world. Information presented represents suggested best practices and procedures and identifies questions and issues you should consider.

### 1. Plan and Prepare

**Start Now.** Develop a plan for re-entry well before stay-at-home orders and other restrictions are lifted. Update your plan regularly as situations change and new information becomes available.

**Stay Informed!** Stay abreast of federal, state, and local mandates and recommendations, as well as guidelines from the Centers for Disease Control (CDC) and other regulatory and public health agencies.

### 2. Health and Safety for Personnel, Tenants & Visitors

- **Social Distancing and Personal Protective Equipment**

Follow CDC guidelines to maintain social distancing and follow federal, state and local mandates or recommendations for wearing face masks or coverings.

- **Tenant Common Areas and Amenity Spaces**

Increase space between lobby furniture within your suite and/or reduce seating to promote and support social distancing.

Provide hand sanitizer stations in tenant reception areas, near suite entry/exit doors, break rooms, mailrooms, near restrooms and other common spaces.

Provide separate trash containers for disposable PPE and disinfecting items near suite entrances/exits, elevators, and other common spaces; empty and disinfect containers at least daily and more often if warranted.

- **Restrict Use of Shared Equipment, Supplies and Space**

Follow CDC guidance, discourage workers from sharing office equipment, such as phones and computers. In the event equipment is shared, provide cleaning and disinfection between uses and advise staff on the use of masks, gloves, and other protection while using equipment.

Consider installing physical setups, such as sneeze and cough guards, to protect your staff, and partitioned workstations if possible.

- **Security and Suite Access**

Implement social distancing protocols at reception or lobby desks to protect personnel. Use clear and consistent floor markings and signage for suite reception areas and common spaces.



- **Signage**

Signage near reception or entries should include information on new or limited operating hours, guidance for social distancing, and information about regular cleaning and disinfecting routines.

### 3. Healthy and Safe Operations, Systems, and Management Practices

- **Janitorial**

Prior to re-entry, consult with your janitorial contractor about the level of cleaning that may be needed in your space and review site inventory to ensure adequate cleaning supplies and products. If your space has been empty, normal cleaning and sanitizing may be all that is needed. If the space has been occupied or partially occupied, more thorough cleaning and disinfection may be desirable.

Increase frequency of cleaning and disinfection in high density and high-touch areas, such as tenant reception areas and lobbies; restrooms; furniture; fixtures; doorknobs; switch plates; shared conference spaces; suite entrances; mats; handrails; counters; trash containers; and other frequently touched surfaces.

Follow EPA and CDC recommendations for using disposable cleaning materials and suspending the use of cloth wipes or other reusable cleaning materials.

If an employee or visitor becomes ill or tests positive for COVID-19, notify Martin Commercial Properties and schedule deep cleaning and disinfection in the affected areas. Follow a defined COVID-19 cleaning program provided by a qualified service provider.

Cleaning personnel responsible for your suite may benefit from new and refresher training on cleaning protocols and proper use of disinfectants. Follow EPA, CDC and other government-approved guidelines, recommendations, and directions for cleaning products, procedures, dwell times, and protocols; confirm with your service provider or consult a third party if practical.

- **Emergency Preparedness and Response**

Have a plan in place should there be a resurgence of the virus later in the year. Medical experts expect the COVID-19 situation to continue to evolve throughout the year, and you may need to adjust your emergency preparedness plan to incorporate the appropriate pandemic response.

Utilize your existing emergency preparedness team (or separate pandemic team, if warranted) to communicate with employees. Be aware that expectations are likely to change and increase. Also monitor federal, state and local changes or mandates and adjust your pandemic plan where necessary.

Monitor federal, state, and local changes or mandates and adjust your pandemic plan where necessary. Regularly check with CDC and World Health Organization (WHO) for the most up to date COVID-19 guidelines.

**This resource guide is for informational purposes only. Some of these resources and recommendations may not apply to all tenants and there may be additional resources that are beneficial. You should perform your own research and consult your own financial and/or legal advisors for what is most beneficial to your business.**



## Additional Resources

American Society of Heating, Refrigerating, and Air-Conditioning Engineers

[www.ashrae.org/technical-resources/resources](http://www.ashrae.org/technical-resources/resources)

BOMA International

[www.boma.org/coronavirus](http://www.boma.org/coronavirus)

Centers for Disease Control

[www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)

Coronavirus (COVID-19) Resource Center

[www.coronavirus.gov](http://www.coronavirus.gov)

Equal Employment Opportunity Commission

[www.eeoc.gov](http://www.eeoc.gov)

Federal Emergency Management Agency

[www.fema.gov/coronavirus](http://www.fema.gov/coronavirus)

International Codes Council

[www.iccsafe.org](http://www.iccsafe.org)

Occupational Safety & Health Administration

[www.osha.gov/coronavirus](http://www.osha.gov/coronavirus)

White House

[www.whitehouse.gov/openingamerica](http://www.whitehouse.gov/openingamerica)

World Health Organization

[www.who.int/coronavirus](http://www.who.int/coronavirus)