



24

EAST WASHINGTON

# COVID-19

Guide to Working in the Next Normal



# Contents

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<b>Introduction</b>	<b>3</b>
<b>Building Operations</b>	<b>4</b>
Building Access	4
Guest Services & Badging	6
Building Personnel	7
Building Systems	9
<b>Confirmed/Suspected Cases of COVID-19</b>	<b>10</b>
Case Reporting and Response	10
Returning to the Workplace After Confirmed Case of COVID-19	10

# Introduction

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To our valued tenants at 24 East Washington:

Heightened caution around the COVID-19 health crisis remains in almost all aspects of daily life around the world.

While we look forward to your employees arriving to 24 East Washington in larger numbers, we must keep in mind that re-entry is a complex process. Local government mandates must be adhered to, along with proactive approaches to maintaining social distancing, promoting health and safety, and building confidence among our tenants.

As the property management team of 24 East Washington, our objectives include:

- Ensuring we take every reasonable action to provide a safe and secure building for our employees, tenants and guests
- Following the guidance and orders of authorities having jurisdiction (AHJ)
- Communicating effectively with our tenants, guests and communities - now, and going forward as they resume their business operations

To navigate the next phase of response to COVID-19, and to prepare for greater numbers of people arriving to 24 East Washington, we have prepared this document as a guide for all Tenants, Building Staff, and Visitors. These procedures may be modified by Building Management as necessary.

Any questions regarding the below information may be directed to Building Management at 312.736.7924 or [24EWashington@am.jll.com](mailto:24EWashington@am.jll.com).

## Building Access

### General

All Building Staff, Tenants and Visitors are to abide by the following guidelines:

- Do not report to work if experiencing symptoms of illness based on CDC recommendations.
- Maintain social distancing of six (6) feet at all times while onsite based on CDC recommendations
- Wear a face covering when social distancing of six (6) feet cannot be maintained, including at all times when in a Building Common Area.
- Follow proper cough and sneeze etiquette to include:
  - Cover your mouth and nose with a tissue and dispose of tissue immediately afterwards
  - If no tissue is available, cough or sneeze into your upper sleeve, not your hands
  - Remember to wash your hands after coughing or sneezing
- Wash hands multiple times daily while onsite based on CDC recommendations and follow proper hand washing protocol. Signage is placed in restrooms demonstrating proper hand washing etiquette.
- Inform your manager if you or a person you live with has been infected with COVID-19. Do not report to work.
- Report all confirmed or suspected coronavirus cases to Building Management.

All Building Staff, Tenants and Visitors are expected to abide by federal, state and local mandates related to COVID-19 and CDC guidelines for individuals and businesses. Links to these resources can be found here:

- [CDC COVID-19](#)
- [State of Illinois COVID-19](#)
- [City of Chicago COVID-19](#)

### Screening

Prior to entry, all individuals should self-screen by answering the following questions:

- Have you had a temperature over 100°F, felt feverish (e.g., body aches, chills), or used a fever reducer in the previous 24 hours?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?
- Have you recently been in close contact with someone who has been diagnosed with COVID-19?

If you answer YES to any of the above, please do not enter.

**Face-Coverings**

All tenants, visitors, building staff, contractors and vendors are required to wear face-coverings in all Common Areas of the building, including lobby and elevators.

**Lobby Traffic Plan**

Tenants and visitors will enter through the East door and turnstiles and exit through the West door and turnstiles; and follow the directional signage. All individuals will wait in designated areas (6 feet apart). Security will help ensure all tenants and visitors are following the floor traffic pattern.

**Passenger Elevators**

Signs will be posted near the elevators explaining new procedures for queuing, occupancy limitations in elevator cabs, etc. Each elevator will be limited to 4 riders in each cab. All elevator surfaces will be disinfected frequently.

**Guests/Visitors**

It is recommended that tenants limit the number of guests/visitors to the greatest extent possible to comply with occupancy limitations.

**Food Deliveries**

Tenants must pick up all food deliveries in the lobby.

**Mail and Deliveries**

Mail and deliveries will be received at the loading dock. All delivery personnel must be wearing proper PPE (face coverings and gloves) prior to entering the building. Delivery personnel not properly attired will be asked to wait at the building entrance and contact the tenant to receive the delivery directly.

**Signage**

Signage for social distancing, face coverings, traffic flow, etc. is placed throughout the lobby and elevators, and must be followed by all entrants to the building.

**Hand Sanitizer Stations**

Hand sanitizer stations are located throughout the Common Areas to encourage safe hygiene practices.

## Guest Services and Badging

### Visitor Check-In

- Plexiglass barrier protection will be in place for Security Officers at the Lobby Desk.
- Maintain Social Distancing of six (6) feet.
- IDs will be checked but will need to be held up for visual inspection or can be placed on the countertop for review.
- Gloves should be worn when required by local AHJ guidelines. Hands must be washed each time gloves are removed, and new gloves are put on.
- Wipe down area frequently, and at each shift change.

### Badging Services

- Tenants will send an access card request form and photo for new employees to the 24 East Washington Director of Security, [24EW.DOS@am.jll.com](mailto:24EW.DOS@am.jll.com).
- The badge will be created and either left at the Lobby Security Desk for pick-up or delivered to the tenant suite.
- In-person badging to be on an appointment-only basis if no other options are available.

# Building Personnel

## General

- Face-coverings must be worn in all common areas, tenant spaces, and when unable to maintain six (6) feet of social distancing amongst each other.
- Maintain Social Distancing of six (6) feet, this includes visitors and employees.
- No handshaking, fist bumps, contact, etc. This includes tenants, vendors, clients and co-workers.
- Wash hands multiple times daily based on CDC recommendations  
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Hand sanitizer dispensers will be placed in common areas.
- Gloves should be worn when required by local AHJ guidelines. Hands must be washed each time gloves are removed, and new gloves are put on.
- Do not pick up discarded items throughout the building (i.e. tissue or candy/gum wrappers) without gloves. If gloves are not immediately available, call a team member to assist with discarding the item.
- Conduct employee awareness training to help prevent initial or further exposure to the virus and keep detailed records of when trainings were provided. Training should include how to interact with tenants and visitors in this new environment, such as when to get on an elevator, engaging tenants in their space, social distancing, face mask/covering usage, proper hygiene, etc.
- Limit face-to-face interactions between building staff, tenants, and vendors to the greatest extent possible.
- Plan to perform certain maintenance and other services before or after normal business hours when the building population is low.
- Maintain the shared office workspaces by wiping down desks and hard surfaces regularly.
- Breakroom areas are to be disinfected before and after each use.

## Management Office

- Visits to the management office are by appointment only.
- Limit all in-office meetings to the greatest extent possible.
- No signatures for packages or mail. Delivery employee to ask name and put it on the signature line.
- Clean desk before leaving each day.

## Engineering Services

- All non-emergency work orders to be performed during evening shifts.
- Comfort calls should be handled remotely. In person responses to tenant requests should occur only when necessary.
- Engineers should limit social interaction with tenants.
- Minimize access to private offices to only what is needed to resolve the issue.
- Engineers should wash/sanitize hands after visiting each floor.
- No sharing of tools when possible. Clean any shared machines or tools before and after each use.
- Clean each shared device before and after use. This includes radios and computers.

## **Janitorial Services**

- Nightly enhanced cleaning procedures of all high touch areas based on CDC recommended products and procedures until further notice.
- Tenants are encouraged to remove items from the surfaces in their office before leaving work to accommodate cleaning.
- Work orders to be performed during night cleaning, unless the work order is categorized as emergency (i.e. spills, broken glass, water leaks, café or common areas).
- Increase frequency of cleaning and disinfection of high-touch points in common areas, such as building and elevator lobbies; elevator interiors, buttons and surfaces; restrooms; furniture; fixtures; door knobs; switch plates; shared conference spaces; building and suite entrances; mats; handrails; turnstiles; counters; trash containers; and other frequently touched surfaces.
- Tenants may request additional Enhanced Cleaning within their office space. Cost estimates will be provided upon request.

## **Security Services**

- Post areas to be disinfected before and after each shift change.
- Security will supervise adherence to social distancing and face covering guidelines. Repeat offenders will be reported to their management.
- During medical emergencies, personnel to report to call location wearing PPE (masks and gloves). Upon arrival, all customers/visitors must clear the area before Security enters for assistance.

## **Vendors and Contractors / Loading Dock / Freight Elevator**

- Vendors and Contractors are required to review, sign and adhere to 24 East Washington's "*Social Distancing and Safety Guidelines for Contractors & Vendors*" prior to work beginning on site.
- All vendors and contractors entering the building must abide by screening procedures and wear face coverings and proper PPE.
- IDs will be checked but will need to be held up for visual inspection or can be placed on the countertop for review. Once reviewed, all information will be logged.
- Place badges/keys on desk when issuing.
- When badges/keys are returned, they must be disinfected before placing back into the key box.
- Freight elevator capacity will be limited per the posted signage.
- Wipe down area frequently, and at each shift change.



# Building Systems

## HVAC

The following protocols have been established to minimize the risk of spreading airborne pathogens.

- All air handling unit distribution systems have been properly inspected, sanitized, and functionally tested for normal building operations.
- The introduction of outside air (+20%) to tenant air terminal distribution units meets or exceeds ASHRAE standards for indoor air quality.
- Based on mechanical system design the highest efficiency filter media achievable has been installed, MERV-13 on ERUs, MERV-8 on AHUs.
- Continuous dilution of building air streams to maintain positive air pressures within the building envelope.
- To enhance the air quality within the building, purge air distribution systems with fresh outside air two hours before and/or after occupancy.
- Air distribution building automation system data points (O.A.%, humidity%, temperatures, and CO2 if applicable) are continuously monitored, trended, and alarmed to notify property teams of any deviation from operating procedures.
- Toilet exhaust ventilation is operated in conjunction with the building air distribution systems to maintain proper ventilation exhaust requirements between the common area and washrooms.
- Disable “off” any recirculating, demand control, or heat recovery building automation control strategies.
- Tenant air terminal distribution units have been re-commissioned to maintain air circulation within their respective zone when space temperature has reached its thermostatic setpoint.
- If applicable, maintain humidity levels between 40% - 60%.

## Water

- All water fixtures have been thoroughly flushed ensure compliance with ASHRAE standards of domestic potable water systems
- During low- or no-occupancy and prior to building entry, operate water systems, toilets, faucets, etc. on a regular basis to avoid the accumulation of biofilm and other bacteria.
- Check P-traps to confirm water seals have not dried out due to lack of water flow.
- Continue to monitor and service all water systems, including hot water heaters, ice machines, filtration systems, etc.

# Confirmed/Suspected Cases of COVID-19

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## Case Reporting and Response

In the event of a suspected or confirmed COVID-19 case:

1. Request to have person leave / self-quarantine.
2. Report to Property Manager: [Julie.Welter@am.jll.com](mailto:Julie.Welter@am.jll.com) or (312) 736-7920. Do not include individual's name or any identifiers, but do include the following:
  - The last day they were onsite.
  - The first day of their symptoms, and importantly, whether they were symptomatic while at work.
3. Confirm and determine level of exposure (areas and persons that may have been exposed).
4. Determine if person has been or will be tested for COVID-19.
5. Secure the exposed area, space and/or floor as deemed necessary. Decision to secure space and/or relocate employees will be made in collaboration with the tenant, client, and property manager.
6. Enact cleaning / disinfection plan.
7. Enact communication plan, if applicable.

## Returning to the Workplace After Confirmed Case of COVID-19

It is the Building's expectation that if an individual that had a confirmed case of COVID-19, the individual will follow the guidance of his/her doctor and the local health department for returning to the workplace.

**DISCLAIMER – While this document serves to provide general building operating procedures, rules, and regulations in response to COVID-19, tenants are encouraged to implement COVID-19 response office procedures and social distancing strategies within their office space, in accordance with the CDC, federal, state and local recommendations and mandates.**