COVID-19
Tenant Re-Boarding Recommendations

Safety Factor	Recommendation	Environmental or Behavior	Goal		Comments	Cost	Hyperlink Docs
Air Quality	Replace air filters throughout the office with high efficiency filter material	Environmental	This serves to improve system performance and reduces risk without relying on employee behavior		This should be done before re-population of the space; if high efficiency filters are being used today, they should be replaced before re-population	Minimal Landlord	
	Increase ventilation rates in the office	Environmental	One of the proven ways to reduce infection is to dilute the airborne virus by increasing ventilation		This should be started before re-population and maintained when spaces are occupied	Minimal Operating	
COVID-19 Overlays	Do a "COVID-19 Risk Overlay" to identify risk levels across your office	Environmental	The COVID-19 Risk Overlay provides a roadmap for communication and implementation of cleaning protocols		This provides a document that can be used to identify needs and areas of responsibility between landlord and tenant as well as a mechanism to contract/bid added services	None Tenant	
	Do a "COVID-19 Capacity Overlay" to identify office capacity while implementing distancing protocols	Behavior	The COVID-19 Capacity Overlay provides guidance on how spaces can be occupied while distancing protocols are in place		This provides a planning tool you can use to re-populate the office; first identify who/how staff will need to come back and then plan for the density required	None Tenant	
Areas Requiring Additional Cleaning	Clean high risk areas frequently	Environmental	Cleaning common areas (breakrooms/cafés, print areas, lobby/reception, restrooms, etc.) twice a day (late morning and end of day) with EPA-Approved COVID-19 cleaning products will reduce risk of surface transmission		Ensure that building cleaning staff is using new cleaning materials and protective gear for each tenant and shift to reduce cross contamination	Minimal Operating	https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
	Clean medium risk spaces regularly	Both	Cleaning conference rooms, collaboration spaces, shared spaces after each use reduces risk of surface and human-to-human transmission		Provide cleaning time in schedule between room bookings and establish protocol for identifying which spaces need to be cleaned	Minimal Operating	
	Convert rooms from 2-5 occupants to single person occupancy and remove every other chair from other conference rooms	Environmental	Conference rooms are an area of specific risk due to the close proximity of occupants and reducing occupancy will serve to dilute the virus as well as increase distance between occupants		Look at each conference room and evaluate the proximity of seating; **REMOVE** chairs from room, don't simply pull to the side, to reduce risk of individual overrides of this protocol	Minimal Tenant	
	Enable employees to clean individual risk surfaces as they use them	Behavior	Providing employees with the supplies to clean individual risk areas reduces surface contamination		Ensure that supply levels are maintained and readily available where needed (this is a behavior modification)	Minimal Tenant	
	Touchless workplaces - provide ways to reduce the need to touch high contact surfaces throughout the office	Behavior	Reducing contact with contaminated surfaces reduces the risk of transmission		Consider toe pulls on restroom doors, blocking doors open that are not required to remain closed, use individually wrapped supplies, etc.	Minimal Tenant	
	Only print what is absolutely critical - copiers/shared printers are one of the highest risk surfaces in the office	Behavior	Reducing risk of cross-contamination across the entire office		Implement a 'no print' model, isolate specific groups to specific printers or turn off equipment	Minimal Tenant	
Proactive Measures	Consider wearing personal protective gear when in the office	Behavior	Wearing a mask in the office will reduce the risk of overall transmission		You cannot wear a mask while eating, drinking etc. so consider where these activities will occur and provide individual cleaning products.	Minimal Tenant	
	Clear Desktops of un-needed and personal items	Environmental	Remove everything from desktops that is not absolutely critical to allow for easy cleaning		Removing items from the desktop reduces risk of surface contamination	Minimal Tenant	
	Transfer phones to wireless devices or use soft phones and remove from desktop where possible	Behavior	Phones are the highest risk desktop device for transmission; removing this item reduces possibility of transmission		Where it is not possible to move away from hard line phones, provide cleaning products at the desktop	Minimal Tenant	
	Wiping down worksurfaces before and after use	Behavior	Employees should wipe down surfaces before and after use to reduce risk of surface contamination		To ensure that surfaces are cleaned and ready for the next user, providing resources for employees to wipe down individual use spaces provides an extra layer of security where spaces are shared	Minimal Tenant	
	Use laptop keyboards and mice in lieu of shared devices and don't carry your laptop with you through the day	Behavior	Limiting the use of shared keyboard/mice and reducing the opportunity for your laptop to come into contact with multiple surfaces reduces surface contamination and potential for exposure both in the office and home		Provide cleaning supplies that are sensitive to the device, but provide protection for COVID-19 contamination	Minimal Individual	

ENVIRONMENTAL BEST PRACTICES

Install hand sanitizer stations that contain 70% or more alcohol at all entries to your space from common areas.

Remove 50-60% of chairs from conference rooms and reduce occupancy metrics in your reservation system.

Provide waste receptacles along with cleaning supplies that are readily available in open plan spaces, conference rooms, phone rooms, break areas, etc.

Reduce the seating in your lobby area, break room and minimize all outside meetings.

Make the space as 'touchless' as possible by installing toe pulls and blocking open doors that are not required to close.

Install signage to remind occupants of distancing best practices and individual expectations.

BEHAVIORAL BEST PRACTICES

Introduce a new office handshake/hug that is touchless. You can bow, clasp your hands in front of your chest, or put your hand over your heart as some men and women do in cultures that frown on physical touch.

Keep it light – don't carry things from home to the office. Reduce the chance that a contaminated surface travels with you.

Clean off all the desks and maintain a clean desk. Nothing should come into contact with your desk that doesn't need to.

Don't carry around your laptop in the office or at home. Keep it stationary and use your laptop rather than a separate keyboard and mouse.

Use your cell phone and abandon desktop phones if possible. Desktop phones have proven to be one of the highest risk areas for surface transmission.

This sounds simple, but don't have deliveries sent to the office (amazon, magazines, mail, etc.).

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