



The New Normal: Operations Handbook

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INTRODUCTION

OUR NEW NORMAL

The New Normal Operations Handbook has been created to help you navigate the processes and procedures set forth by building management, as a result of the Phase I guidelines by the state of Rhode Island. This handbook is intended to be only a supplement to guidelines established by the Governor of Rhode Island, the Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO).

At this time, the building will not be screening tenant employees or visitors for health issues. If a tenant wishes to conduct screening of their employees and visitors for their business we are open to discussing how this would be implemented by the tenant. We will be contacting tenants to set-up regular "town hall" style tenant council meetings, to be held via video conference in the beginning. We strongly encourage you to participate, as your feedback is critical and these forums will be a place for you to voice how you feel things are going and what you like or dislike.



**Building
Management**
(401) 262-7800



Fire Department
911
(401) 243-6060



**Police
Department**
911
(401) 272-3121



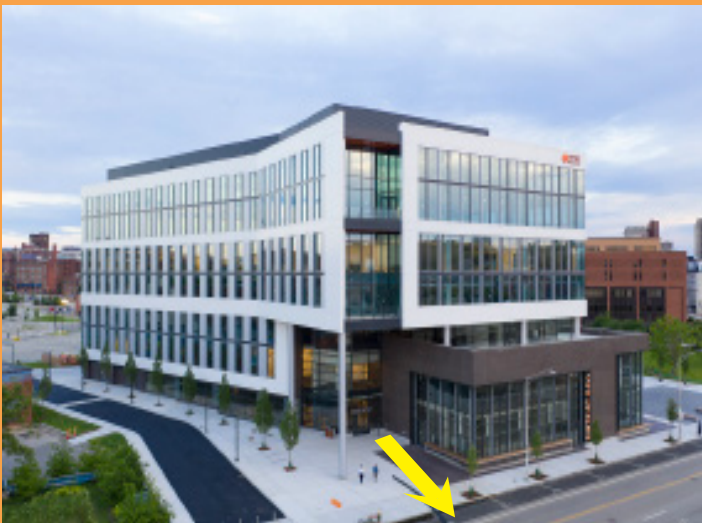
Security
(401) 644-9502

OBJECTIVE

The objective of this handbook is to share with you the changes that we have made at Point 225 to maintain social distancing and to help you better understand the changes we have made to adapt to the guidelines established by the Governor, the CDC, and the WHO. Throughout this handbook we will highlight the precautionary measures we are taking to enhance your safety in the building.

ENTERING THE BUILDING

Point 225 has two sets of doors that lead into the main lobby of the building, located on the north and south sides of the building. To ensure that each individual can maintain social distancing requirements, we have made the doors one way, with the north-side doors being the entrance and the south-side doors being the exit. It's important to note that **in the case of an emergency** these guidelines should not be followed. When entering or exiting the building we encourage you to use the ADA push buttons, located by each door. Consider using your elbow to press the ADA door button instead of your hand.



North-side Doors:
Entrance Only

South-side Doors:
Exit Only



ENTERING THE BUILDING

When you enter the building you will notice that the main entrance (and exit) are now equipped with a hand-wave opening feature. Simply wave your hand within 12 inches of the button and both doors will open touch-free! All door hardware also has a new, protective covering. This covering is called NanoSeptic® and acts as a secondary line of defense against bacteria and viruses. In case you forget to use the hand-wave function, and end up opening the door with your hand, the NanoSeptic® acts as another line of defense for you. This protective surface has also been added to the elevator call buttons on each floor as well. The latest tests by an independent, FDA compliant, U.S. lab show that the NanoSeptic® surface completely eradicated the human Coronavirus in less than 30 minutes. Results from overseas research centers are also starting to be published, confirming its effectiveness against even the most dangerous pathogens.



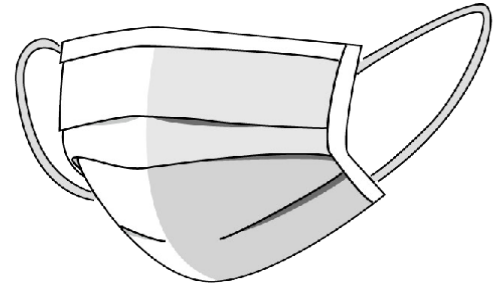
**Hand-wave entry
button**

More information on this technology can be found at:

<https://www.prnewswire.com/news-releases/research-centers-worldwide-validate-pathogen-killing-nanoseptic-surface-251185691.html>

THE LOBBY

As you enter the lobby we kindly ask that you wear a face mask, as outlined by the Rhode Island Executive order 20-24, dated April 4th, 2020. Masks should be worn anytime you are in a building common area. This requirement will continue until the executive order is lifted, where we will then re-evaluate our requirements and determine if this practice shall continue at Point225.

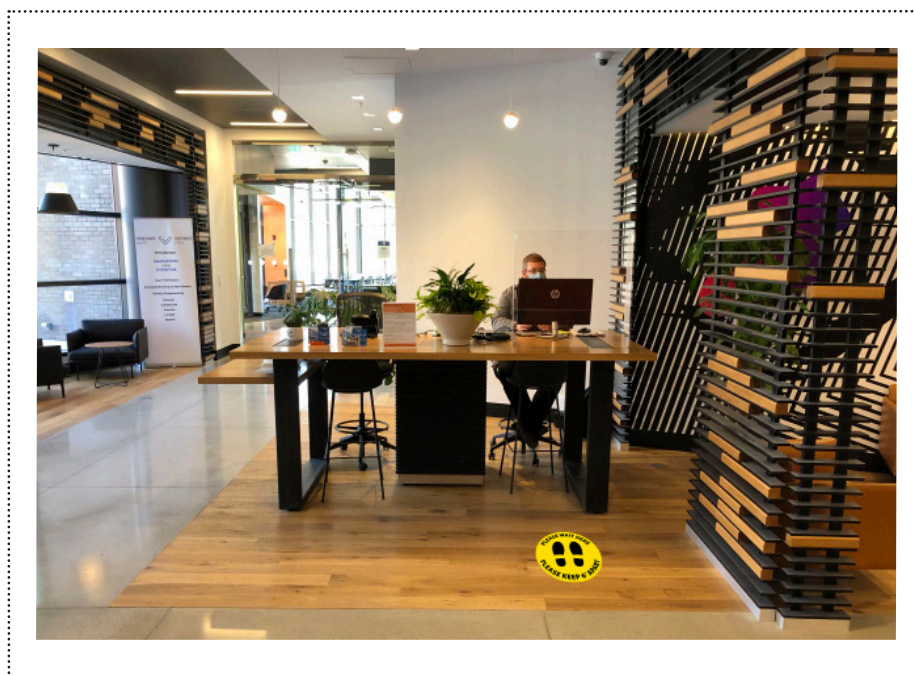


Upon entering the lobby, the layout will look slightly different. Seating options have been reduced to ensure proper social distancing, with typically only one chair provided per table. We still invite you to relax in the lobby, but ask that you respect our social distancing guidelines and strategic furniture placement.



As you continue walking towards the elevators, or towards stairwell #1, you will find a motion-activated, hand sanitizer dispenser located in front of the elevator bank for your use. Please consider using the hand sanitizer provided prior to pressing the elevator call button, or opening any stairwell doors.

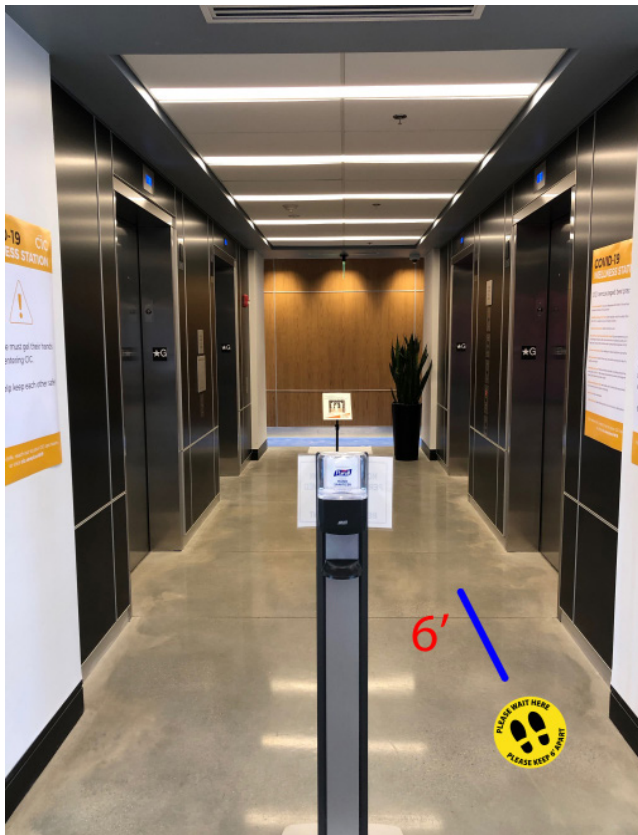
Security staff will remain a fixture of the lobby and are happy to assist you. For your safety, and the safety of the security staff, we have installed a plexiglass divider as well as visual floor cues as a reminder to maintain an appropriate distance when interacting with security personnel.



TRAVEL BETWEEN FLOORS

To maintain social distancing when traveling between floors, the following two routes should be strictly followed. These rules will be enforced by both security and building management personnel.

1. All four elevator cars will be operational and can provide you access to floors 1-5. The elevator lobby floor is now equipped with place markings, to be used while waiting for an elevator to arrive. These markings have been strategically placed to ensure that a safe distance is maintained in this high-traffic area. The elevator call buttons are now also equipped with a NanoSpetic® coating.
- When an elevator car arrives, **please wait for all riders to exit the elevator before entering**. Signage and floor markings have been installed in each elevator car and a strict **three person limit** has been placed on each elevator. The diagram below illustrates where each passenger should stand to maintain the 6' social distancing rule. As a best practice, individuals waiting for the elevator should stand on the right side of the elevator lobby and folks exiting the elevator lobby should stay to their right when departing.



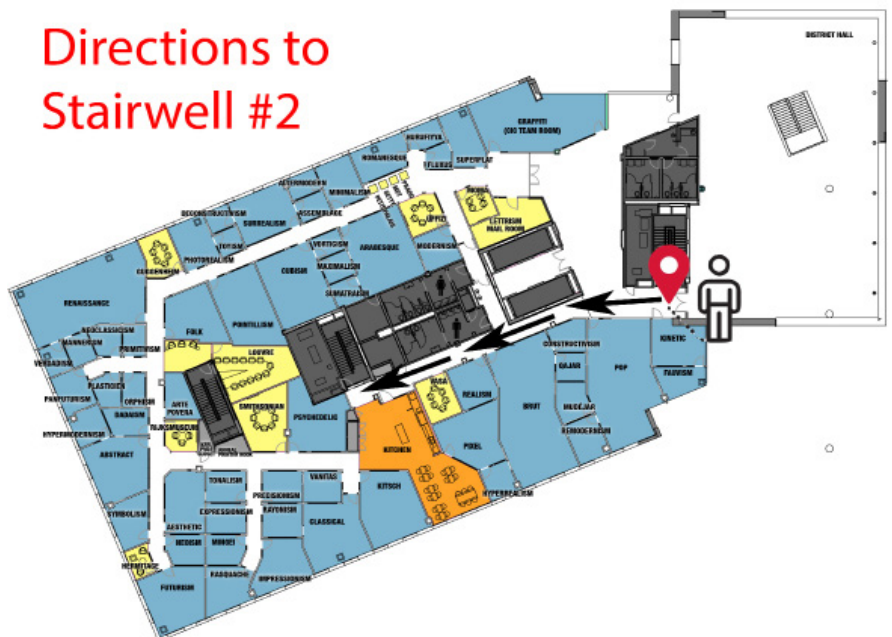
2. If you would prefer to take the stairs, this is an option as well. With the exception of emergencies, specific stairwells have been designated as entry or exit only.

- When traveling up, it is required to use Stairwell #1.
- When traveling down, it is required to use Stairwell #2.
- Signage has been placed on each stairwell door, indicating whether a stairwell is intended for traveling up or down, as detailed below. Maps will also be located beside each door in case you are not familiar with the stairwell locations. **Again, these rules do not apply in an emergency.**



Signage will be posted on each stairwell door with a reminder as to which stairwells are designated for up and down travel.

Directions to Stairwell #2



Maps equipped with directions to the designated stairwells will be located beside each stairwell door if you need assistance!

TRAVEL BETWEEN FLOORS CONTINUED...

QUICK TIP!

When using stairwell #2 to exit the building, and you do not need to access the lobby, you will find signage directing you to the most convenient exit door.

ENHANCED, HIGH-TOUCH CLEANING



In addition to their usual cleaning responsibilities, our day porters and nightly cleaning staff are working diligently to disinfect high-touch surfaces multiple times per day. During the Phase I re-opening process, there will be an additional day porter on-site, whose sole responsibility will be disinfecting high-touch surfaces. Our cleaning crew has also been equipped with the proper tools to effectively and safely complete this work, including disinfectants recommended by the CDC and all necessary personal protective equipment.

Listed below are some of the touch points that the cleaning staff will be concentrating on daily:

- Access Card Readers
- ADA Push Buttons
- Door Pulls
- Common area tables
- Common area chairs
- Stairwell railings
- Elevator call buttons
- Elevator car grab bars
- Bathroom stall doors and hardware
- Water fountain and bottle fill station

PEACE OF MIND

As we await the publication of additional scientific data, and further recommendations by the CDC surrounding COVID-19 and spread of the Coronavirus, we will be making efforts to increase safety measures for all building occupants. To date, we have implemented the following changes, in addition to the updates already discussed in this handbook:

- Foot pulls have been installed on all restroom doors in an effort to reduce touch points throughout the building.
- The latest guidelines from ASHRAE (American Society of Heating Refrigerating, and Air-Conditioning Engineers) recommend that MERV-13 level filters (or better) be used in the HVAC system for capturing airborne viruses. Point 225 has 12" thick, MERV-14 filters with the following filtration capabilities:
 - » Can trap particles that are .3 - 1.0 microns with 84% efficiency
 - » Can trap particles that are 1.0 - 3.0 microns with a better than 90% efficiencyMERV-14 filters have the ability to trap bacteria, tobacco smoke, and droplet Nuclei (sneeze).
- Adjustments have also been made to the amount of fresh air that is brought into the building daily, with an average increase of 25% more, as outlined by a recent CDC recommendation, meaning that about 40% of the circulated air is fresh air.

While this is an uncertain time, we have put a lot of time and effort into ensuring our building occupants' safety. We would also encourage you to take part in ensuring that your coworkers and visitors are following the guidelines presented here. A more united community will only make our mission more successful!

