

AKRIDGE
Invested.

RETURN WITH CONFIDENCE

COVID-19 Guide

March 2021



BACKGROUND

Since March 2020, the building has been operating during regular business hours to allow for essential business employees to work safely in their offices. Building operations had to be adjusted as most companies decided to allow most of their non-essential personnel to work from home.

This document serves as a resource for your company to use as you consider when and how to come back to your office at **The Mills Building**. This plan outlines the steps we have taken and the procedures in place so that your employees may return to the office with confidence.


We appreciate your continued personal efforts to maintain social distancing, mandated face mask compliance, and your patience and cooperation during this difficult time. Our goal is to continue to provide you and your employees with a safe and comfortable work environment.

We look forward to welcoming you back to the office!



WHAT WE HAVE DONE TO DATE

- 1** **The building team has kept the building fully operational for our Clients during the stay-at-home mandate.** Building operations have been adjusted to ensure that they are consistent with the latest public health regulations. While the District of Columbia encourages Clients to continue working from home, please be assured that the building is open and prepared for occupancy.
- 2** **Austerity measures have been implemented to conserve operating expenses.** We appreciate that the pandemic has had dramatic economic consequences. In an effort to conserve operating expenses borne by our Clients, we have carefully reduced expenses while taking care to stay in conformance with lease requirements.
- 3** **All shared facilities, including conference centers and fitness centers, roof decks, and other gathering places have been closed** to help reduce spread of the disease and to allow the building team to focus on maintaining high-traffic areas of the building.
- 4** **We have assembled a planning team that includes the building staff, building ownership, and key vendors and service providers.** We have conducted a survey to learn more about the specific needs of our Clients and have consulted with many of them on an individual basis.
- 5** **We have been carefully tracking the number and location of Clients in the building on a daily basis.** This has allowed us to accurately predict the cleaning staff requirements for the building and the locations that are in need of cleaning on a daily basis.
- 6** **All HVAC filters were recently changed** and all building preventative maintenance requirements have been maintained.
- 7** **We have been communicating with our Clients leading up to and during the stay-at-home mandate.** We will continue to communicate with Clients on a regular basis with important and relevant information regarding building operations.
- 8** **We have notified Clients of confirmed or suspected cases of COVID-19 within the building** and have implemented appropriate protocols in the affected areas.
- 9** **All service providers have been required to provide us with their COVID-19 employee procedures and best practices** to maintain social distancing and adjustments to work protocols to prevent the spread of the disease.
- 10** **We have closely followed the latest updates from federal, state, and city authorities and recommendations,** as well as guidelines from the Centers for Disease Control (CDC), Environmental Protection Agency (EPA), American Society of Heating, Refrigerating and Air-Condition Engineers (ASHRAE), and other regulatory and public agencies.



OUR PLAN FOR
The Mills Building

The following information outlines the re-entry guide for **2021**.



BUILDING MASK POLICY

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- Following local order, everyone must wear a mask in the common areas of the building. Common areas include the lobby, elevators, restrooms, and amenity spaces such as fitness centers or roof decks.
- If someone forgets to wear a mask, the lobby attendant has a supply of masks available.
- All building staff has been provided with the appropriate level of PPE including face masks and gloves.
- The CDC recommends wearing two masks as a better way to prevent the spread of COVID-19.





BUILDING PERSONNEL & CONTRACTORS

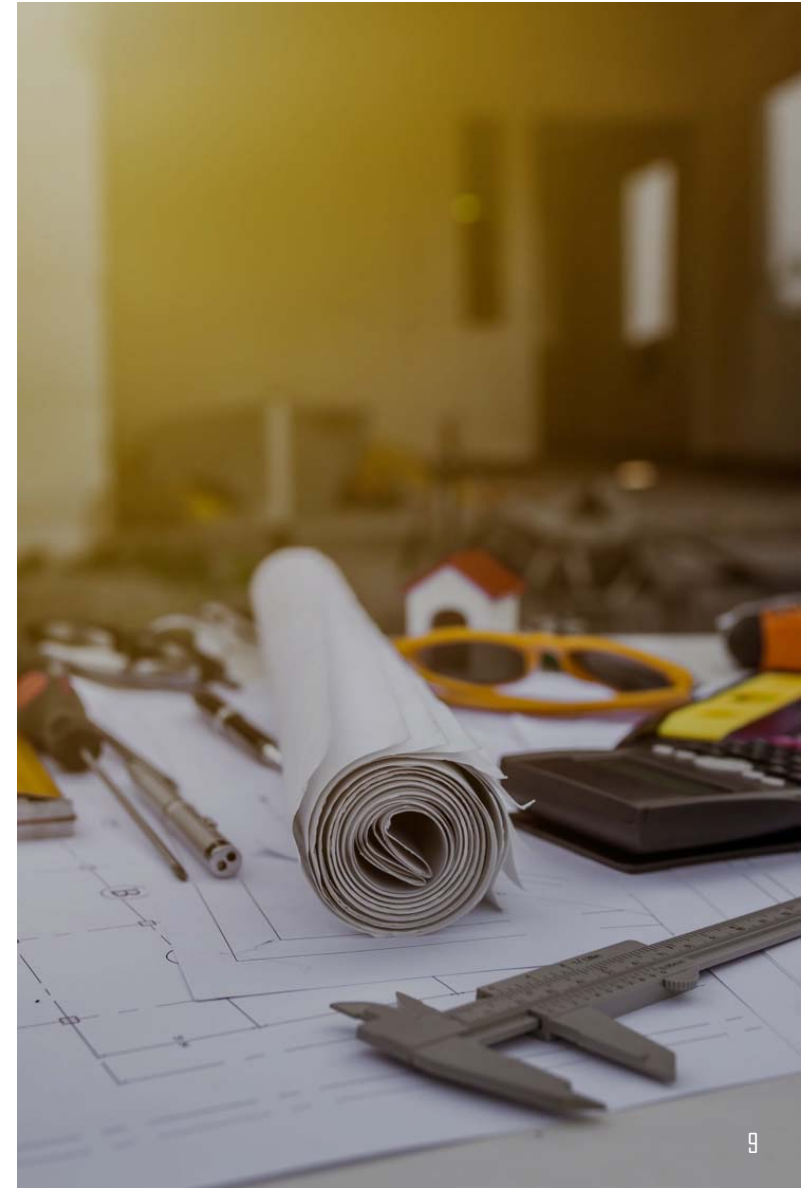
BUILDING PERSONNEL & CONTRACTORS

- The building staff including porters, engineers, property managers, and lobby personnel have remained hard at work during the stay-at-home phase.
- We have been following, and will continue to follow, CDC guidelines for social distancing and personal hygiene.
- When possible, building staff will refrain from entering Client space when the space is occupied, in accordance with social distancing procedures.
- When possible, we have reduced face-to-face interactions between building staff, Clients, and vendors. As a result, maintenance and non-emergency service requests within Client space will be performed before or after normal business hours whenever possible. Your cooperation and patience during this time is appreciated.
- Building staff hours have been adjusted to allow for social distancing while maintaining the appropriate level of personnel to ensure that building operations remain 100 percent intact.
- All contractors and service providers entering the building will be required to wear face protection.



BUILDING PERSONNEL & CONTRACTORS

- We will increase frequency and levels of cleaning as needed to maintain elevated disinfection standards.
- Routine services or maintenance provided by outside contractors will be performed during non-business hours whenever possible.
- We have developed a policy whereby all building staff will undergo a daily biometric self-certification and temperature screening before entering the building.





SECURITY & BUILDING ACCESS

SECURITY & BUILDING ACCESS

- All persons entering the building will be required to wear a mask.
- “Entrance Only” and “Exit Only” doors have been established and are clearly marked with signage.
- All visitors must report to the lobby desk.
- Additional signage has been posted at the main entrance to assist your guests and encourage participation in building policies regarding social distancing and the appropriate level of PPE.
- Plexiglass barriers have been installed at the lobby desk.
- Social distancing protocols have been established at the lobby desk and requirements have been clearly posted.
- Clients will be required to meet and escort visitors or report them in advance to the lobby desk.
- Use of the visitor management system is strongly recommended. For information regarding the use of this system, please contact your property manager.
- Although the building is open and operational for Clients and their guests, the building’s electronic access system will remain in secured mode 24 hours a day. You must use your fob to gain access to the building. We will make every effort to provide hand sanitizer and tissues at the lobby desk.





SIGNAGE

SIGNAGE

- The appropriate directional and informational signage has been installed in the parking facilities, lobby, building entrances, amenity spaces, restrooms, stairwells, and delivery areas.
- Additional information regarding availability of amenity spaces, guides for social distancing, and regular cleaning and disinfecting routines are posted in the lobby and other areas of the building.
- We are happy to assist you with the purchase of signage for your suite. Please contact your property manager for details.





CLEANING

CLEANING

- Throughout the stay-at-home period, the building staff has been hard at work maintaining the building for the safety and comfort of essential personnel.
- The janitorial contractor, P&R Enterprises, has followed EPA, CDC, and other government approved guidelines, recommendations, and directions for cleaning products, procedures, dwell times, and protocols.
- Products used by the cleaning contractor are hospital grade and have been approved or recommended by the EPA and CDC.
- Employees of P&R Enterprises have received training on cleaning protocols and proper use of disinfectants and have been supplied with the appropriate level of PPE.
- We have continued our special efforts to make sure that the common areas of the building have been properly cleaned with disinfectant.
- The frequency of cleaning with disinfectant in high density are high-touch areas, such as the lobby and elevator lobbies, elevator interiors, buttons and surfaces, restrooms, furniture, fixtures, door knobs, switch plates, building entrances, mats, handrails, counters, and other frequently touched surfaces has been increased.



CLEANING

- We have been assured by the cleaning provider that they have an ample supply of the proper cleaning materials to maintain the enhanced level of cleaning currently in place.
- If a building employee, Client, contractor, or visitor becomes ill or tests positive for COVID-19, a deep cleaning with disinfectant of the affected area is performed.
- During the stay-at-home period, the staffing levels of the night cleaning crew have been adjusted to allow for cleaning and maintaining the proper level of fiscal responsibility. We have been closely monitoring occupancy levels of the building and as occupancy levels increase, we will modify staff levels appropriately.
- We appreciate your cooperation as it may be necessary to adjust cleaning schedules to ensure proper cleaning of the building. These adjustments include allocating more time toward disinfection procedures and less time for certain cleaning tasks, such as dusting the mini-blinds.





VERTICAL TRANSPORTATION

VERTICAL TRANSPORTATION

- Based on the size of the elevator cabs and occupancy levels, we have established social distancing guidelines. The appropriate signage has been installed in the elevator to ensure optimal spacing between occupants.
- Based on the size of the elevators, the number of riders in each elevator cab will be restricted to **two (2)** occupants per elevator trip.
- To ease elevator traffic and wait times, stairwells will be available for Client use. “Up” and “Down” stairwells have been designated and appropriate signage has been installed.
- Stairwells, handrails, and elevators will be cleaned with disinfectant throughout the day as well as in the evening.
- Routine elevator maintenance has been performed per normal schedules.





COMMON AREAS

COMMON AREAS

- The following areas of the building have been temporarily closed:
 - Fitness Center
 - Locker Rooms
- We will make every effort to provide hand sanitizer in elevator lobbies, parking entrances, and the main lobby.
- Trash receptacles have placed in common areas for the disposal of masks, tissues, and gloves. The receptacles will be emptied daily and more often if necessary.
- Water fountains have been disabled to prevent the spread of the virus.
- Water systems, including toilets, faucets, and floor drains have been routinely maintained to avoid accumulation of biofilm and other bacteria.





FITNESS CENTER

FITNESS CENTER

- The fitness center is closed at this time due to renovations.
- Towel service has been temporarily suspended while the fitness center remains closed.
- Social distancing signage will be installed once construction renovations are complete.
- Locker rooms and shower facilities will not be available for use at this time.
- The water coolers will not be available at this time.





HVAC

HVAC

- As always, compliance with ASHRAE standards have been closely followed to reduce COVID-19 transmission.
- The fresh-air intake for the building has been adjusted in accordance with ASHRAE standards.
- We have continued to use the highest level of MERV filters on all HVAC equipment. The level of filters varies depending on the type of equipment and the physical configuration of the equipment.
- All filters have been changed on a more frequent basis.
- Routine preventative maintenance has been and will continue to be performed.

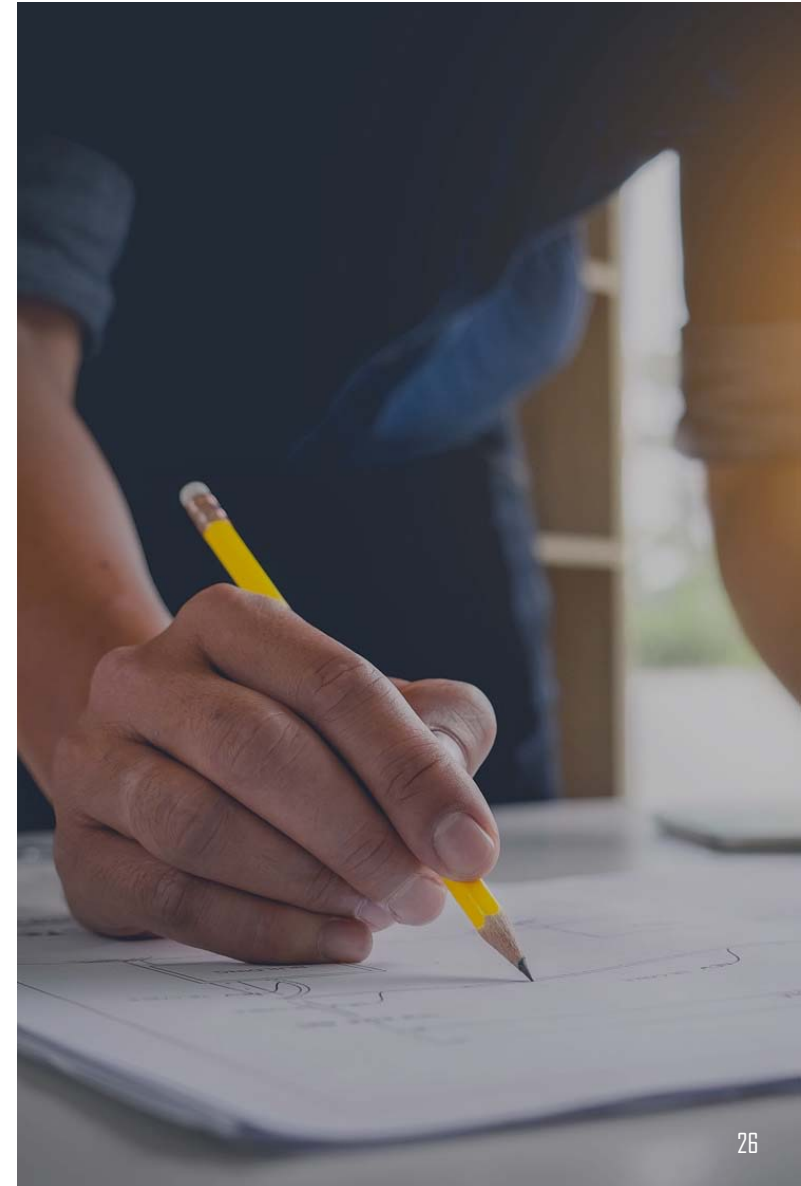




CONSTRUCTION

CONSTRUCTION

- Building improvements are currently underway throughout the building.
- All pre-established building rules and regulations related to construction will continue to apply to the work currently underway.
- The contractor has been instructed to ensure that all of its employees and the employees of all subcontractors strictly adhere to social distancing practices. All construction workers must wear face protection at all times.
- If you are uncomfortable with the level of construction or number of construction workers on your floor, please reach out to your property manager.
- If you observe that construction workers are not complying with social distancing or not wearing face protection, please contact your property manager.
- All construction workers will be prohibited from accessing any areas of the building not specifically related to the project.
- The contractor performing the work has been required to provide their COVID-19 compliance procedures.

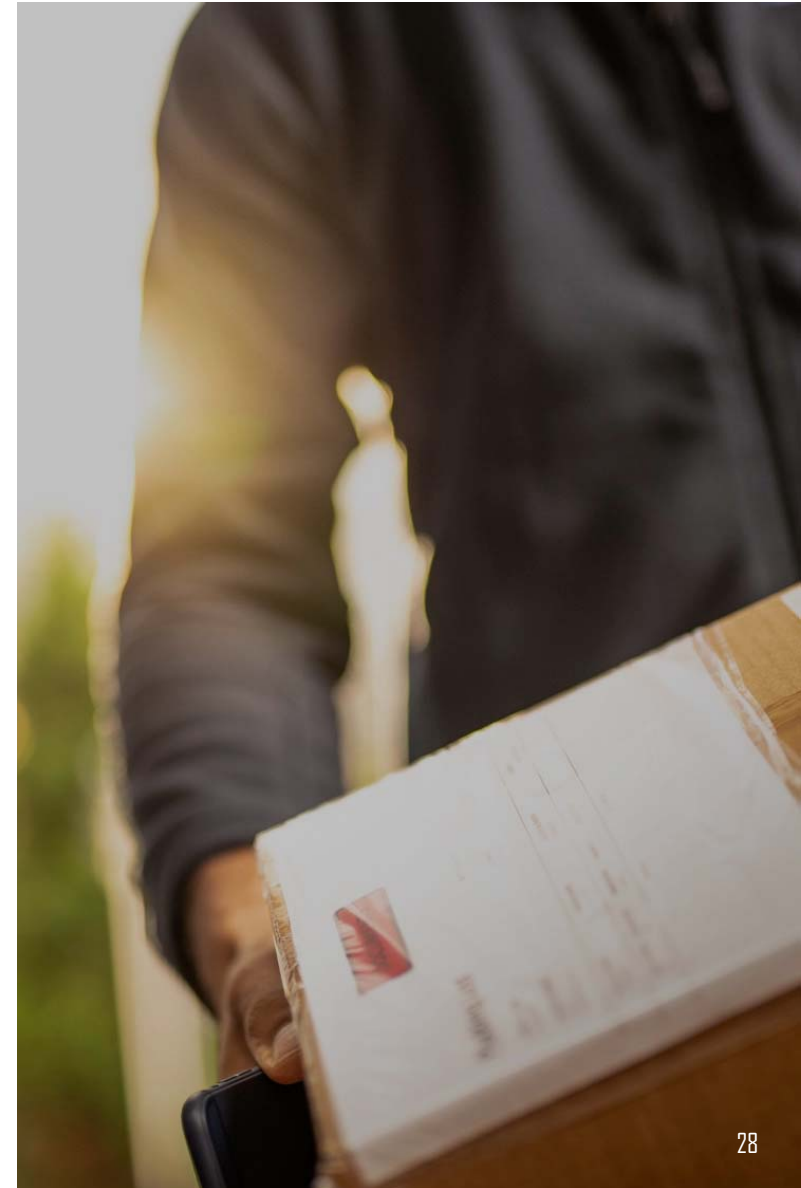




DELIVERIES

DELIVERIES

- Please restrict all deliveries to essential items.
- All delivery personnel must wear face protection and will be denied access to the building for failing to comply with this requirement.
- Mail delivery will continue to be made to the mail room in the lobby of the building. We will respectfully request that the mail carrier wear face protection. Masks may/will be made available at the lobby desk.
- The mail boxes will be cleaned with disinfectant by the building staff after the mail delivery.
- FEDEX and UPS pickups will continue as usual from the drop boxes located in the mail room. FEDEX and UPS workers will be required to wear face protection.
- All delivery personnel will be received by lobby personnel. They will advise you when a delivery has arrived.
- General food delivery personnel will not be granted access to the elevators. Clients must meet the delivery personnel in the lobby.





VENDOR MANAGEMENT

VENDOR MANAGEMENT

- Please restrict all outside vendors to essential requirements only.
- All outside vendors will be required to wear face protection and adhere to social distancing protocols.
- Please advise us in advance if you are expecting an outside vendor.
- All Akridge vendors must comply with social distancing protocol and wear face protection at all times.
- When possible, all Akridge vendors will perform work outside normal business hours.
- You will be advised when Akridge vendors will be in the building and the areas of at the building that they will be working.
- All vendors will be required to submit a COVID-19 procedures compliance document prior to work being scheduled or completed.





PARKING

PARKING

- The garage has remained open during the stay-at-home order to support access for essential workers.
- At this time, the garage will be self-park only. Garage attendants will help direct Clients to spaces which have traditionally been used as stacked spaces.
- The garage will not accept outside daily parkers.
- The garage is open to building occupants only.
- The frequency of cleaning with disinfectant in the valet office will remain at an increased level.
- The garage is open to those with monthly parking agreements with the garage operator. Spaces are limited. To obtain a monthly parking agreement, please contact Tadesse Haile at THaile@lazparking.com.
- Laz Parking has developed COVID-19 procedures and will strictly adhere to the plan at all times.
- All garage personnel will be equipped with face masks and gloves.



PARKING

- As demand for parking is expected to increase, we request your cooperation as navigation through the garage may become more congested.
- To accommodate the anticipated demand for parking, stacking may be implemented in the garage. Please carefully follow the directions given to you by the garage attendants. You may be asked to leave your contact information with the garage operators or clearly displayed on the windshield of your car so that they may contact you if your car needs to be moved.
- The garage attendants will not be able to accept cash. All payments must be made by credit card. The garage operator will implement a contactless payment option in the near future.
- If you are expecting visitors, please advise the garage operator in advance. They may be reached at 202.785.4979. Space will be provided on a first-come, first-served basis.





COMMUNICATION

COMMUNICATION

- We will continue to communicate with you frequently. We expect circumstances to change frequently. We will do our best to keep you updated.
- Updates with changes to our protocols will be posted on the building website. Here is the link: <http://themillsbuilding.info>
- Encourage your staff to sign up for our instant text alert notifications through Electronic Tenant Solutions. This allows us to transmit emergency information to many people at one time. This system is used only to transmit relevant or emergency information in a timely manner. Please visit [the Client Center](#) to sign up.
- Encourage your staff to use the Hive app by Building Engines to submit service requests. Using the electronic work order system helps us manage work efficiently. Go to the app store, search for Building Engines, and select the Hive app.
- Please provide us with any changes to the emergency contacts within your organization.





WHAT YOU CAN DO TO HELP

- 1 Complete our survey. The information you provide will be critical to the successful implementation of our re-entry plan.
- 2 Share this information with your staff so that they will know what to expect when they return to work.
- 3 Please reach out to us if you need assistance. We are here to help. Your input and suggestions are valuable. We want to work closely with you to ensure that we are providing you and your employees with a safe and comfortable work environment.



CLIENT RECOMMENDATIONS

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STAFFING AND VENDOR MANAGEMENT

- Akridge will take each employee's temperature and ask them to self-certify that they are free of symptoms. We highly recommend that you consider a policy to take staff temperatures upon entering your suite. These policies are most effective when all Clients within a building enact them for their employees.
- Strictly enforce health policies with all employees and vendors.
- Limit contractor work to essential only.

ARCHITECTURAL

- Install acrylic separator at reception.
- Engage with architect or furniture consultant to change open work areas.

CLEANING

- Provide guidance to staff to disinfect their work areas including office doors and light switches.
- The building cleaners use disinfectant the common areas but do not use disinfectant inside Client suites except high-touch surfaces.
- Procure and install supplies to support good hygiene and cleaning practices.



CLIENT RECOMMENDATIONS

MEETING SPACES

- Establish maximum occupant rules for conference rooms (not to exceed 10).
- Establish clear rules limiting or prohibiting visitors for in-person meetings.

ADMINISTRATIVE

- Update visitor policies to limit visitors to essential only; consider establishing a maximum number of visitors.
- Reinforce work policies so that only essential workers come to the office during Phase One.
- Consider introducing a limit to the number of employees allowed in the office at one time; establish reservation system.
- Consider rules regarding use of kitchen.
- Consider hiring a certified industrial hygienist to perform a health sampling of your space.





RESOURCES

RESOURCES

- As you prepare your reentry plan, you may consider having your space evaluated by an architect. We can provide the names of trusted architects to you. One recommendation is as follows:

Ania Leeson
OTJ Architects
aleeson@otj.com; 202.621.1353

- The cleaning company can provide dedicated day-time cleaning staff and/or above-standard, recurring disinfection cleaning staff within your space.

Erick Toledo
P&R Enterprises, Inc.
Erick@p-and-r.com; 703.373.9021

- We are happy to provide resources for social distancing signage within your space. One signage recommendation is as follows:

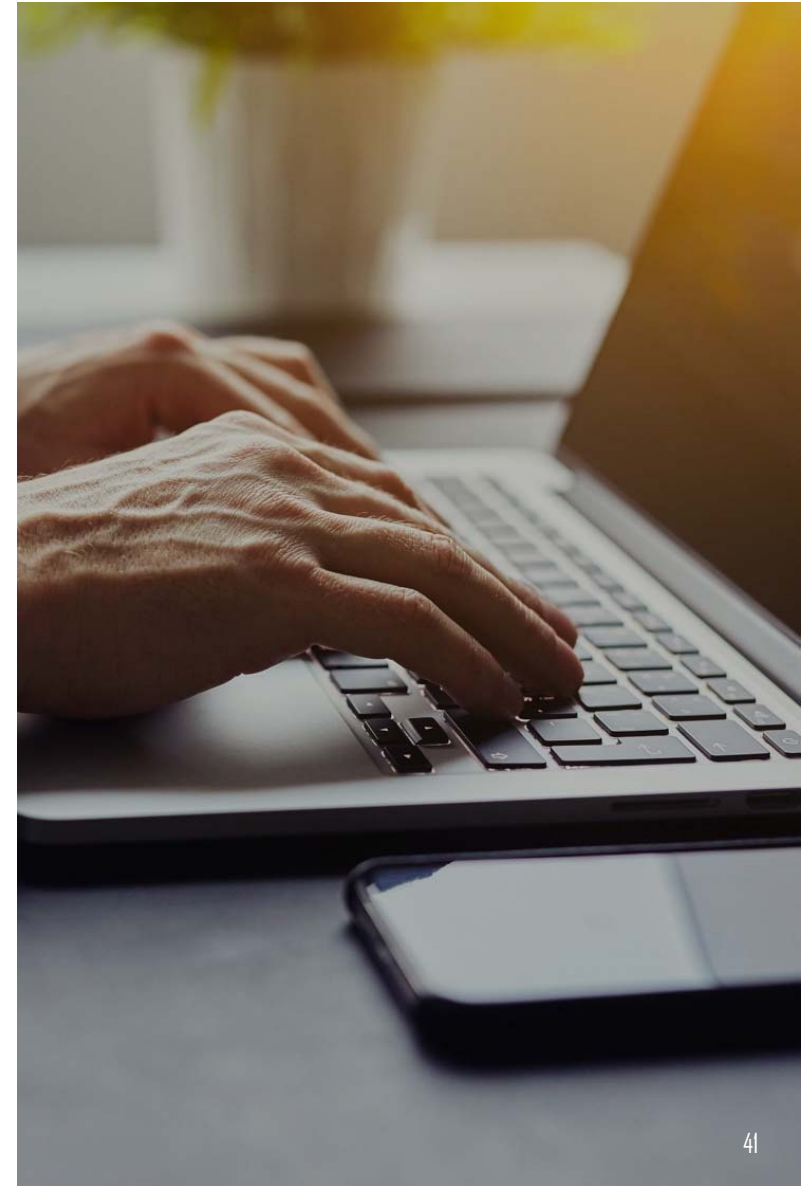
Guy Brami
Gelberg Signs
guy@gelbergsigns.com; 202.882.7733 ext. 222

- The following group has been most helpful with plexiglass installations:

Kayla Gott
Agam Group
kgott@agam.com; 443.459.5608

- We've linked some information regarding local COVID-19 Vaccination sites here for your convenience:

[CVS](#)
[All states](#)
[Walgreens](#)
[Giant](#)
[Harris Teeter](#)
[Safeway/Albertsons](#)



PROPERTY MANAGEMENT INFORMATION

BUILDING: The Mills Building

CONTACTS: Sharon Perera, V.P. of Property Management

sperera@akridge.com

mobile 202.359.6801

Thank you for safely returning to the
office in a post-COVID-19 world.

AKRIDGE
Invested.

Learn more by visiting our website: www.akridge.com