THE BUILDING EDUCATION SERIES 2020:
THE OSWALD BUILDING, 1100 SUPERIOR
7:30 AM NETWORKING AND REGISTRATION
8:00 – 10:00 AM PRESENTATION

JANUARY 16: OUTSTANDING SUSTAINABLE COMPANIES
FEBRUARY 19: CHOOSING ENERGY PROVIDERS AND RECS
MARCH 26: GREAT RETROFIT AND NEW CONSTRUCTION CASE STUDIES - Virtual
MAY 21: NET ZERO BUILDING - Virtual
JULY 16: EXEMPLARY SOLAR PROJECTS - Virtual
SEPTEMBER 17: LIGHTING A TO Z
NOVEMBER 19: WATER CONSERVATION PROJECTS

Past education sessions can be found on our website under District Library
www.2030districts.org/cleveland
COVID-19 RELATED EDUCATION SESSIONS
All sessions held via webinar from Noon to 1:00 PM

MAY 13: AIR QUALITY IN COMMERCIAL BUILDINGS
JUNE 3: LEGAL ASPECTS OF RETURNING TO WORK
JUNE 10: A RETURN TO WORK CHECKLIST
JUNE 17: DESIGNING WORKSPACES FOR SOCIAL DISTANCING

Past education sessions can be found on our website under COVID-19 Information and Resources: www.2030districts.org/cleveland
THANK YOU TO OUR EVENT SPONSOR

HERTZ
INVESTMENT
GROUP
Brian Hurtuk, Managing Director and Principal, Colliers International

Brian A. Hurtuk, a 35 year veteran of commercial real estate, serves as Managing Director | Principal for Colliers International in Cleveland-Akron. In his role, Mr. Hurtuk provides the guidance and leadership necessary to elevate the Colliers International brand to a wide variety of clients. Mr. Hurtuk’s prime focus is on recruiting and business development as Market Leader for the Cleveland-Akron office originally launched in July 2012 which now boasts 45-professionals working throughout northeast Ohio.

Mr. Hurtuk began his career at Ernst & Whinney (now Ernst & Young) as an auditor. After more than five years in the accounting field, he made the transition into the commercial real estate industry when he joined Ostendorf-Morris Co. as a sales and leasing specialist.

In 1992, he accepted a position with Amsdell Companies where he oversaw the ongoing leasing of more than 25 business parks throughout the United States, and led the development of several new projects in Northeastern Ohio. Prior to leading the Cleveland office of Colliers International, Mr. Hurtuk served as First Vice President for CBRE and specialized in office leasing in Cleveland’s Central Business District.
For many people, the first step towards a sense of normalcy after the COVID-19 outbreak will be returning to the workplace. There, a variety of safeguards, from enhanced cleaning to room for social distancing, can help them feel more secure in this transition. In response to this challenging environment, Colliers has developed a collection of processes and services that will allow your tenants to re-enter their workplaces with confidence.

Our RE-ENTRY services cover the spectrum of management and value preservation considerations, ranging from no-cost process modifications to add-on products that are available to match the investment tolerance of any client.
SAFETY & WELLNESS
• Guidance on common area changes
• Recommendations on re-entry
  • Cleaning (pre day 1 and after)
  • Directional flow (egress/ingress)
  • Elevator/stairwell usage
  • HVAC considerations
  • Staggered work force
• Procurement
  • Touch free products/AI
  • Personal protective equipment
  • Protocol signage
  • Plexiglass/shielding

RECONFIGURE
• Project management for modifications/improvements
• Furniture procurement, storage and removal
• HVAC operational expertise

MITIGATE POTENTIAL COST INCREASE
• Real estate tax appeal
• Operating efficiencies
• Augmented reality revenue

CONNECTIVITY
• Bandwidth issues (building upgrades)
• IT consulting firm for tenants (for outsourced help vs in house team)
• Cybersecurity concerns (Blackpoint Cyber)

“NEW NORMAL” WORKPLACE
• Virtual experience offering – Fitness, activities, etc. (TFLiving, Neighborhood Curated by Colliers)
• Personal protective equipment requests – masks, sanitizer, supplies by tenants
• Tenant communication/responsibility
• Building protocol shift
• Contractual vendor changes

For more information, please contact

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Own a building? Here’s how to prepare for higher occupancy and the tenant’s journey from your front door to their office.

**LOBBIES AND COMMON AREAS**

- Utilize proximity readers to open doors or install self cleaning handles (NanoSeptic)
- Install hand wipes/sanitizer stations outside and inside the building
- Designate IN and OUT doors with directional flow arrows on floor
- Install temporary, clear protective partitions at security desks
- Temporarily remove lobby furniture
- Remove sign-in logbooks/consider touchless badging
- Place “stand here” footprints in elevators that maintain distance between occupants
- Consider unlocked staircases with UP and DOWN indicated
- Consider a drop box for all deliveries to avoid non tenants in the building
- If required, install thermo scanning equipment
**PARKING GARAGES**

- Evaluate installation of automated gates/readers and potentially eliminate attendants
- Investigate contactless payment options
- If attendants are required, ensure that they are stationed behind partitions
- Install hand sanitizer/cleaning stations in garage-level elevator lobbies
- Consider limiting or prohibiting “daily” parkers if possible
- Revisit garage cleaning procedures with garage operators

**AMENITY AREAS**

- Develop new usage protocols for conference rooms and food areas to keep occupancy low (ie, grab and go food only)
- Close fitness centers temporarily if possible and evaluate providing/expanding digital fitness classes, such as through TFLiving
- Remove high-touch items such as rooftop seating, vending machines, ATMs
- Revisit sanitization procedures for common areas
- Add hand sanitizer stations

**RESTROOMS**

- Secure two months of janitorial supplies – chemicals, paper towels, toilet paper, etc. – and restrict access to prevent theft
- If not retrofitted already, install hands-free faucets, urinals, soap, and paper towel dispensers
- Install self-cleaning push plate covers/handles on doors

**TENANT FLOORS - OFFICE SPACE AND RESTROOMS**

- Revise cleaning procedures with janitorial providers
- Implement trash handling plan, including bulk refuse
- Distribute tenant guidelines for back to work
- Maintain ongoing communications with tenants that cover best practice
- Encourage tenants to de-clutter key work areas and surfaces for optimal daily cleaning
BACK OF HOUSE
MECHANICAL ROOMS, CENTRAL PLANTS, LOADING DOCKS

• Ensure adequate supplies of PPE are on-hand for building staff
• Develop a plan for any building contractors, example:
  · Announce presence to building staff by phone instead of visiting management or engineering office
  · Maintain a six-foot distance from tenants and other on-site staff
  · Prohibit contracting staff from reporting to work that have fevers or other signs of illness, have traveled out of the country in the previous two weeks, or have traveled to a “hot spot” in the last two weeks
  · Require contractors to provide appropriate safety gear (e.g. respirators, gloves, eye and ear protection)
  · Wash or sanitize hands each time gloves are removed
  · Whenever possible, team size should be limited to two people
• Identify areas to store supplies such as unused parking, penthouses, and vacant spaces
• Review HVAC guidelines as established by ASHRAE
• Increase outdoor air ventilation
  · Disable demand-controlled ventilation (DCV)
  · Open minimum outdoor air dampers, as high as 100%
• Improve central air filtration to the MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass
• Keep systems running longer hours, to enhance the two actions above
• Consider portable room air cleaners with HEPA filters
• Consider UVGI (ultraviolet germicidal irradiation)
• Develop building continuity plan and implement a training program to address key operations in the event of another pandemic situation
• Improve redundancy and backup of critical hardware like building automation systems
• Prepare for cybersecurity threats—Colliers partner, Blackpoint Cyber offers solutions specifically for commercial properties
Design and Space Changes

- Rotate orientation of open workstations to prevent people from facing one another
- Space employees in six-foot by six-foot workstations apart with a full workstation buffer
  - Consider assigning team members to different days (e.g. A Team and B Team)
- Install partitions between desks that face each other
  - Alternatively, install clear panels to raise to increase total partition height to a minimum of 60 inches
- Install temporary clear partitions at reception or security desks to provide a buffer between staff and visitors

Going back to the workplace? Here are a few things to consider that can help make the environment safer for you and your colleagues.
NEW BEHAVIORS

• Train receptionists, security, and other gatekeepers to identity symptomatic people
• With the assistance of your health care provider or health department, establish contact tracing and exit plan to use if anyone shows symptoms
• Establish required training that covers new behavior and hygiene all employees must complete before returning to the workplace
• Distribute guidance for employees that are not feeling well
• Stagger employee schedules to limit elevator crowding
• Facilitate Effective Cleaning
  · Mark un-used spaces at the end of each day to allow cleaning staff to focus on contaminated surfaces
  · Encourage employees to declutter and remove personal items from desktops at the end of each day
• When possible, leave doors open to minimize use of high-touch surfaces
• Encourage virtual collaboration
• Temporarily use disposable dishware and utensils
• Consider mental health
  · Establish quiet spaces or rooms for meditation or personal restoration
  · Provide meditation apps or provide literature
  · Facilitate counseling or professional support
COMMUNICATION AND NAVIGATION
• Install entry signage to inform visitors of rules for hand washing, sanitizing, gathering, queuing, and mask use
• Establish one-way traffic patterns and install wayfinding arrows
• Remove every-other chair in conference rooms and install six-foot markers
• Install signs to close whiteboards
  ∙ Alternatively, remove whiteboard pens or issue sets to each employee to eliminate sharing
• Install six-foot markers in areas where people tend to queue

HYGIENE AND CLEANING
• Distribute OSHA Guidance on Preparing Workplaces for COVID to empower employees to manage their own safe behaviors
• Place dispensers of alcohol-based (60% minimum) hand sanitization prominently throughout the space.
• Provide disposable sanitizing wipes to clean surfaces and workspaces
• Discourage the sharing or phones/desks, offices, or other tools/equipment
• Provide access to trusted health information and hold regular hygiene briefings
• Establish cleaning procedures that address high-touch surfaces like door handles, handrails, switches, etc. multiple times a day
• Build trust by ensuring that cleaning procedures are visible during the day
• Clean all touchpoints nightly (desks, task lighting, light switches, chairs, drawer pulls)
TECHNOLOGY

• Identify tools to increase remote-working efficacy
  • Preliminary findings from Colliers’ Global Working from Home survey, launched in March, shows that 80% of employees would like to continue working from home at least one day a week

• Install touch free utilities
  • Door openers
  • Faucets
  • Soap dispensers
  • Paper towel dispensers
  • Air/hand dryers

• Leverage digital signage to post new workplace guidance
Doug Krumrei
ABM
Manager, Business Development Northeast Ohio

Mr. Krumrei has over 30 years of business-to-business sales and marketing experience and has been with ABM for more than six years as the Manager of Business Development in Northeast Ohio. Doug has an associate’s degree in business and an honorary bachelor’s degree from Johnson & Wales University. Doug is a member of BOMA Cleveland, IFMA; IREM and the Northeast Ohio Apartment Association. Doug has earned numerous sale achievement awards throughout his sales career including President’s Club Distinction at ABM.
Preparing Facilities for Re-Occupancy & The New Normal

June 2020
A Shift in Mindset

✓ There is a **shift towards wellness** as COVID-19 highlights the need to provide building occupants with a safe environment.

✓ Services, which have been viewed as an operational expense, must be positioned as a **critical** component to employee health.

✓ Building occupants are hyper-aware of the safety in their environment, including the appearance of cleanliness as well as the overall health of the facility. **Transparency and visibility** will be key to the success and stability in occupancy confidence.

✓ Until a COVID-19 vaccine is widely available, clients will be looking for their facilities partner to provide strategies to **minimize transmission risk**.
Community Trust Is At Stake

The Time To Build Trust Is Now

Institutions are not viewed as being both competent and ethical*

*2020 Edelman Trust Barometer
Healthy Buildings, Occupants & Companies

“There is going to be substantially more awareness and interest on the part of the public, in terms of the quality of the spaces that they’re occupying…”

“…using wearables and smartphones—could lead to new applications that provide real-time information about the conditions inside buildings.”

Harvard Business Review – April 20, 2020

John Macomber
Senior Lecturer, Harvard Business School;
Co-author of Healthy Buildings: How Indoor Spaces Drive Performance and Productivity
Considerations for Successful Reentry

- Site and occupancy level assessments to determine the best reentry approach
- Touchless technology including fixtures, dispensers and door openers
- Centralized trash receptacles
- Occupant communication program to highlight the steps you’re taking to help keep them safe
Reentry Cleaning Program
A three-step approach that delivers healthy spaces

1. RETURN SAFELY
   Build trust that it’s safe to return to your space

2. FREQUENT HIGH TOUCH DISINFECTION
   Instill confidence that a recurring cleaning and disinfection program is in place

3. BROADER DISINFECTION
   Reset your full facility to higher standards beyond high touch point cleaning
# Step 1: Return Safely

## ASSESS
- Pre-opening site assessment(s) using reentry checklists to inform return to work strategy

## ESTABLISH
- Workforce protocols (i.e. PPE & social distancing procedures)

## IMPLEMENT
- Implement preventive products strategy (what is needed, how much and when)

## ENHANCE
- One-time disinfection service

## Potential Supplies & Equipment
- Touchless fixtures, dispensers and door openers
- Centralized trash receptacles
- Sensor technologies
- Hand sanitizing stations
- Disinfecting wipes for occupants
- EPA-registered disinfectants qualified for use against SARS-CoV2
Step 2: Frequent High Touch Disinfection

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>SCOPE</th>
<th>HIGH TOUCH</th>
<th>CONFIDENCE</th>
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<tbody>
<tr>
<td>• Intervals range from hourly to daily</td>
<td>• Site specific SOW for each facility based on occupancy levels</td>
<td>• Cleaning and disinfection of all high touch point areas in facility</td>
<td>• Instill confidence that a recurring cleaning and disinfection program is in place</td>
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</tbody>
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Potential Supplies & Equipment

• Occupant communication kits
• Proper PPE
• Microfiber program
• EPA-registered disinfectants qualified for use against SARS-CoV2
Step 3: Broader Disinfection

FREQUENCY

• Intervals range from nightly to quarterly

STRONGER

• Large area disinfection with stronger disinfectants

TESTING

• Continued product testing: UV devices and UVC lighting; testing & validation

SAFEGUARD

• Help safeguard your full facility beyond high touch point cleaning. Occupants feel secure their environment is reset to even higher standards.

Potential Supplies & Equipment

• Electrostatic sprayers
• Hospital grade EPA-registered disinfectants qualified for use against SARS-CoV2 with faster kill time and broader pathogen spectrum
Innovations in Infection Control

Smart Technology in Lavatories / High Traffic Rooms
• Sensors on dispensers
• Sensors on numbers of attendants to match service frequency
• Sensors on stalls in use in lavatories to screen outside

Electrostatic Disinfection Sprayers
(Full Size, Backpack, and Handheld)
• Emist
• Victory Brand
• Clorox Total 360

Emerging/upcoming
• UV wands for periodic disinfection of keyboards, mouse, screens, and phones
• UV Falcon and Hammer (currently used in airplanes and hospitals)
• Robotic electrostatic disinfection misters
• Robotic UVC GOMAD and UVD Robots
Disinfectants and Specialized Equipment

High touch point disinfection or broader full facility disinfection

Electrostatic sprayers

Alpha HP

Virex II 256
Virex Plus

Oxivir Five 16, Oxivir TB
Oxivir 1 RTU
(or wipes equivalent)
Frequent High Touchpoint Disinfection

Food Service Area
- Touchpoints:
  - all handles (not only doors)
  - switches
  - dispensers
  - food contact surfaces
  - hand contact areas

Training Rooms

Kitchens

Gyms / Locker Rooms

Touchpoints:
- door handles
- switches
- dispensers (bottles, in good order, clean)
- food contact surfaces
- hand contact areas

Touchpoints:
- door handles
- switches
- water fountain
- handle and seat of the machines
- toilet seats and flush handles, splash walls
- locker exterior
- dispensers

Source: Johnson Diversey Safe Building Program
Frequent High Touchpoint Disinfection

Public Areas / Reception / Lobbies

- door handles
- switches
- hand sanitiser (in good order, clean)
- table tops / reception surface
- telephones
- water fountains
- armrests

Office / Conference Areas

- telephones
- chairs
- desks
- switches
- door handles
- metal surfaces

Lift / Stairs / Escalator

- door handles
- switches
- handrails
- lift buttons

Restrooms

- door handles
- switches
- dispensers, paper towel holders
- bathroom handles, toilet flush, shower control, taps
- toilet seats, splash walls

Source: Johnson Diversey Safe Building Program
Types of Building Communications

**Entryways**
- Entryway easel signs
- Video for digital signage
- Educational wall posters
- Sanitizing stations

**Break Areas**
- Table tents and floor clings in break areas to encourage social distancing

**Desks**
- Welcome back messages with guidance (plus hand sanitizers if available)

**Restrooms**
- Posters to encourage social distancing in restrooms
- Restroom mirror clings on proper hand washing

**Digital Content**
- Web page(s) for property’s web site to link to and newsletter content for facility managers
What peace of mind looks like
ABM Protocol: Confirmed COVID-19 Case

- Establish a “quiet” period of at least 24 hours
- Inform team members of the positive test
- Review the SOP/work instructions for the specific building type
- Ensure proper PPE and supplies are available
- Conduct a site hazard assessment
- Provide specialized training
QUESTIONS?