

Reentry Guide

Working Together | Working Safe



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The coronavirus pandemic has thrust all of us into unknown territory and made the year 2020 one that will become a very long chapter in the history books. The effects of the pandemic have been unprecedented, extraordinary and an unwelcome challenge to all of us. Moore & Associates hopes you and your loved ones have remained healthy during these times. It has required the Commercial Property Management industry to take a hard look at how we operate our buildings, how we need to adjust to our new environment and what we can do to help to mitigate fear in the workplace. Moore & Associates has been working tirelessly, both internally and externally, with vendor partners and industry experts to ensure you have peace of mind as you return to your offices. The health, safety, and wellness of all our buildings' occupants are top priority to us. We are here to help you return to your workplace in a manner that prioritizes the health and safety of your employees.

What steps are Moore & Associates implementing?

- Building Operations
- Cleaning Procedures
- Building Air and Water Quality
- Amenity Areas
- Vendor and Contractor Requirements
- Tenant Pandemic Response Plans
- Resources for Personal Protective Equipment (PPE)
- Resources for Information on COVID-19

We have created this document merely as guidance for our tenants to make informed decisions about their return to the office. None of the information or recommendations in this document is meant to supersede any Center for Disease Control (CDC) or World Health Organization (WHO) recommendations or national or local directions as they are made available. The recommendations within this guide is a compilation of information derived from various organizations such as the WHO, CDC, Building Owners and Managers Association (BOMA), Institute of Real Estate Management (IREM), American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and various vendor partners and property management experts. This document also includes an outline of measures and precautions we have taken in all our buildings since the beginning of the pandemic and throughout the spring and summer. The steps we have taken apply to the entire Moore portfolio in both the DC Metro area and our Texas properties.

Building Operations



New guidelines for building operations include:

- Building access will be adjusted through key fob/card as occupancy levels change.
- Masks are required in all common areas at all times. We strongly encourage their use in suites, as necessary.
- Employees should practice social distancing in common areas (6 feet spacing) as recommended by the CDC.
- Employees should adhere to posted instructions on the use of building features and amenities, such as elevators, stairways, and common area restrooms.
- Visitors should be limited in number and encouraged to practice social distancing and mask requirements in all common areas.
- Mail and package delivery will employ social distancing measures; employees should refrain from having personal packages delivered to the building



Cleaning Procedures



- We have provided tenants with disinfectants and sanitizers and each tenant has been gifted a hands-free thermometer for their own internal health screening.
- We have installed hand sanitizer stations in main lobbies and common areas.
- Management and engineering teams follow social distancing, handwashing, and PPE regimens.
- Management and engineering teams have strict stay-at-home orders for team members who become ill.
- We have coordinated with our janitorial provider to ensure our cleaning scope includes more frequent cleaning and attention to common areas and high touch surfaces. High touch surfaces include door handles, lobby entrances, lobby furniture, lobby directory, elevator call buttons, stairwell handrails and restroom fixtures.
- In the case of the report of a positive case or exposure within the building, we will have electrostatic misting or fogging performed in the impacted building common areas and/or path of travel of the exposure.
- Additionally, we have relationships with our current janitorial providers and other vendors who can provide our tenants with more intensive disinfecting services which include fogging or electrostatic misting. If you are interested in these services, please contact us and we can put you in contact with these vendors to obtain pricing. The Moore & Associates relationship will allow you to receive reduced rate options.

Building Air and Water Quality

Engineering staff continue preventive maintenance on HVAC building systems confirming all dampers, filters, air handling units and other related equipment are functioning as intended and accurately reporting any environmental conditions to the Energy Management System (EMS). The HVAC system is set to maximize outside air and automatically adjust based on outside temperature and humidity and indoor carbon dioxide levels. We have been maintaining humidity levels between 40-60% as ASHRAE recommends. The air handling units and exhaust fans have been checked for functionality, adequate air flow and proper venting to outdoors. Our outside air intake locations are regularly checked for any potential risk of exposure to exhaust and appropriate clearance from pedestrians. We have installed the highest rated filter compatible with our HVAC System (MERV 11, MERV 13 or better) and continue to change those frequently.



We have taken steps to ensure our water systems (toilets and urinals), water features (sinks, water fountains) and water using devices (cooling towers) are safe to use after the dormant period. We have run all sinks, toilets, water fountains and any other domestic water line that has not been in frequent operation and frequently add water to fill floor drains in mechanical, restrooms and janitors' closets. Our water treatment program remains in place.

Amenity Areas

Any common areas of the buildings such as fitness centers and conference rooms have been closed and will remain closed until occupancy merits a re-opening and we feel it is safe to do so. These areas are continually cleaned. An appropriate plan to re-open will be sent to tenants and will include social distancing and cleaning protocols when we reopen.

Vendor and Contractor Requirements

Moore & Associates takes the health and wellness of our employees and tenants very seriously. For this reason, we are asking our valued partners who service and maintain our buildings to implement the same safety protocols as our staff and tenants when working in a Moore & Associates building.

Tenant Pandemic Response Plans

It remains highly important for you to have your own pandemic plan in place to help prevent the spread of COVID-19 and ensure the continuity of your business. We have previously provided suggestions for a plan and can assist you with the creation of one.

Resources for Personal Protective Equipment (PPE)

Each Management Office or Moore Property Management Employee can provide resources for the purchase of various PPE supplies ranging from masks, gloves, sanitizers to plexiglass barriers, air purifying machines or touchless fixtures. We can also direct you to vendors for thermal scanning equipment. We know many of these items are scarce, but we can help, so just ask! Moore & Associates can share vendor recommendations who may offer reduced pricing to our tenants.



Resources for Information on COVID-19

Below is a comprehensive list of websites and links to various organizations with helpful information to keep you informed and up to date on the pandemic, any stay-at-home orders, health information.

National Institutes of Health www.nih.gov

Center for Disease Control www.cdc.gov

World Health Organization www.who.int



State Specific Websites:

Maryland www.coronavirus.maryland.gov

Virginia www.vdh.virginia.gov

Washington DC www.coronavirus.dc.gov

Texas www.dshs.texas.gov



Resources for Businesses:

Small Business Administration www.sba.gov

America's Small Business Development Center Network

www.americassbdc.org

Maryland – Montgomery County Resources

www.montgomerycountymd.gov

Virginia – Fairfax County Resources www.fairfaxcounty.gov

Austin TX - www.austintx.gov



We hope this information has been helpful. We will continue to be transparent in our communication to avoid panic, misinformation and ensure your expectations are managed.

We Are Here for You

We appreciate your time in reviewing these guidelines and welcome any questions you may have. We look forward to continuing to serve you and your employees.

The information within this communication does not constitute legal advice and is strictly for general informational purposes. We encourage all tenants to continue to monitor publicly available information from federal, state, and local health organizations, in addition to the Center for Disease Control.