



## COVID-19 OPERATING PRACTICES

RPO Property Management, LLC

The following is a detailed description of the policies and procedures or “best practices” that have been implemented in response to the COVID-19 crisis. These best practices will ensure safe environments for all within our buildings & surrounding campus and community.

### Operational Adjustments

**Cleaning** – All of our cleaning procedures have been enhanced to ensure full compliance with CDC guidelines, including but not limited to:

- Increased day porter/matron duties to include a minimum of twice daily disinfecting of high touchpoints in all common areas and common bathrooms, (elevator controls, handrails, door opening pulls and push panels, toilet seats, stall doors, flush valve handles, sinks, water faucets, towel & other dispensers, etc.).
- Nightly disinfection of all high touchpoints in tenant suites, including common tables, faucets, sinks, and appliance exteriors and building common areas.
- Use of only CDC approved cleaning and disinfecting products.
- Ensure night and day cleaning staff are fully trained in all cleaning procedures and the use of PPE (Personal Protective Equipment).
- Use of electrostatic disinfection devices is available upon request to provide a higher level of sanitization. Please contact your Property Manager for additional information.
- All building entrances and elevator lobbies have hand sanitizer stations.

**Heating and Ventilation** – The HVAC systems are closely monitored through building and energy management systems to ensure optimal operations. In addition, the following procedures will be observed:

- Increased amounts of outside air mixing with the system per CDC recommendations.
- All air filters have a MERV (Minimum Efficiency Reporting Value) rating of a minimum of 11 or greater as specific equipment allows.
- Air filters are replaced at a minimum of 4 times per year.
- Increased overall airflow through the building during low occupancy periods.
- Monthly inspections of all building systems by building maintenance staff for high-performance operation.
- Indoor air quality testing proactively completed on an annual and as needed basis to ensure building systems are functioning properly and appropriate indoor environmental quality is being maintained.





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**General Building and Personnel Safety Measures** – In addition to enhanced Cleaning and HVAC Systems Maintenance, the following protocol will be observed:

- Touchless restroom fixtures included in all common area restrooms throughout the campus.
- Building inspections by maintenance and management staff are completed on a regular basis to monitor general conditions and areas of improvement.
- All property management staff are properly training on the use of PPE including face masks, gloves, etc. per CDC guidelines and government regulations. While PPE is not currently required in common area spaces, our maintenance team will continue to wear masks in your suite and where social distancing is not available.
- Management staff are required to stay home if they are sick, have a fever of 100.4 degrees or greater and avoid close contact with others.
- Flexible hours of operation for tenant-specific HVAC systems are available upon request to accommodate varying employee work schedules.

**Contractors and Vendors** - With regard to contractors and vendors working in or making deliveries to the building, the following guidelines are required:

- All contractors working are required to be fully vaccinated prior to entering the buildings.
- Face masks must be worn at all times while on site.
- Tenants and vendors are strongly encouraged to schedule the delivery of large packages with management staff in advance to ensure space is available for safe receiving and retrieval.

**We strongly encourage all tenants to take seriously and implement additional requirements, recommendations and directives from the CDC and government regulators.**

