

# COVID-19 BUILDING OPERATIONS & POLICIES

## Frequently Asked Questions



### BUILDING ENTRY & EXIT

**1. Will buildings remain key-card access only?**

Until the local stay-at-home and nonessential business closure orders are lifted, we will continue to utilize key-card access for all buildings. Once the governing order is lifted, we will resume “normal” operations as they relate to access control, with entrance doors unlocked during business hours. The modified building entry operations will adhere to our COVID-19 building operational policies and procedures, as outlined more specifically in the Carr Properties [COVID-19 Building Guidebook](#).

**2. Will building visitors be limited?**

No, however, we ask that the property management team be notified when visitors are expected to facilitate a seamless and safe check-in process. We will continue to maintain social distancing for the protection of our guests, customers, employees, and service providers.

**3. Will everyone in the building be required to wear face masks? If so, will Carr Properties supply face masks to those who enter without a face mask?**

Yes, everyone in the building will be required to wear a face mask upon entering the building and while in common areas. A limited supply of disposable face masks will be available for visitors at the front desk. All contractors, delivery and postal workers will be required to wear face masks and protective gloves when working in a Carr Properties building.

#### 4. How will Carr Properties enforce social distancing in the building lobbies?

We have established designated paths of travel and installed building signage reminding customers of CDC best practices, including social distancing guidelines.

#### 5. How is Carr Properties mandating social distancing in elevators? Can I use the stairs?

We will require restricted elevator ridership at our buildings, limiting occupancy based on the size of the elevator to allow for social distancing. We are encouraging stairwell use and have designated a stairwell for both "upward" and "downward" travel to control traffic flow.



## CLEANING

### 1. Will there be enhanced cleaning policies in place upon return to work?

Yes, there will be enhanced cleaning and disinfection in common areas and high-touch points. All disinfection products used will be "N" rated, meaning they are EPA approved for use against SARS-CoV-2, the virus that causes COVID-19.

### 2. In addition to the increased frequency of cleaning and disinfecting high-use common facilities, what additional deep cleaning/sanitizing services are included or available to customers?

Additional cleaning, regular touch-point disinfection and/or Clorox Total 360 cleaning within customer suites can be arranged directly by customers (at their cost) through our janitorial service partner. Customers are also welcome to utilize disinfection service providers of their choice, as long as they meet building insurance requirements and are providers that routinely perform such disinfection services.

### 3. Will hand sanitizer be available throughout my building?

Yes, hand sanitizer and sanitizing wipes will be available throughout building common areas.



## BUILDING SYSTEMS

### 1. Have you made any adjustments to building air circulation and filtration?

Carr Properties building HVAC systems are equipped with MERV 13 air filters, capable of trapping air particulates, including bacteria and viruses down to 0.3 microns. We have increased each building's fresh air intake to 100% of American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) industry recommendations.



## CUSTOMER SPACES & AMENITY AREAS

### 1. Does Carr Properties have plans for staggered work hours/days, or entry/exit timeframes to limit building occupancy?

Carr Properties will work with our customers to understand their schedule and desire to have staggered work hours or days. We ask customers to keep us informed of their plans for returning to work and look forward to collaborating to identify the best possible solution for a smooth transition.

## 2. Am I required to wear a face mask inside my suite?

Each customer is responsible for outlining and enforcing guidelines around social distancing, use of personal protection equipment (PPE), work hours, illness monitoring, and temperature taking, as well as any other health and safety procedures within their suite. We encourage everyone to adhere to best practices and guidelines outlined by the CDC and local governments.

## 3. Can I prop my suite door open?

Customers will be permitted to prop open their suite doors during business hours.

## 4. What precautions are you taking in amenity areas, such as conference rooms, roof terraces, and fitness centers?

We are installing signage and markers to encourage social distancing, reducing maximum occupancy levels, and increasing cleaning and disinfection. Please refer to the Carr Properties [COVID-19 Building Guidebook](#) for more detailed information regarding amenity area operations and use.



## CONFIRMED CASES

### 1. If someone at my company tests positive for COVID-19, do I have to notify my property management team?

Yes. All customers must understand their responsibility to monitor and report confirmed or suspected illnesses of employees and visitors in their space.

### 2. How will Carr Properties respond to any reported cases of someone present in the building who has contracted the virus? Will building occupants be informed?

Upon learning of a confirmed COVID-19 case in a building, Carr Properties will promptly:

- Notify customers who may have come in contact with that exposed individual
- Close off and ventilate areas visited by the exposed individual
- Perform a Clorox Total 360 disinfection of common areas visited by the individual
- Strongly encourage the customer to perform a Clorox Total 360 disinfection of the affected area within their suite
- Inform the building's customer base of the positive case and any known location information



If you have any other questions or need additional information, please reach out to your property management team or visit [carrprop.com/covid19](https://carrprop.com/covid19).