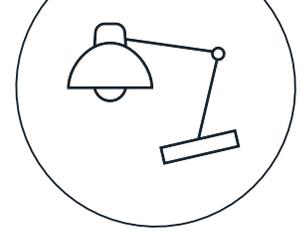




Reopening your office

WS



OVERVIEW:

Re-opening requires all of us to move forward together by practicing social distancing and other daily habits to reduce our risk of exposure to the virus. We all have a role in making sure our communities are as safe as possible to reopen and remain open.

These guidelines are temporary in nature by design and will be subject to any changes in guidelines by the CDC, WHO and local and state jurisdictions. These guidelines are also dependent on each General Manager's comfort level and based on what they deem to be best for their office space and their team. We believe deeply in the open exchange of ideas and best practices across our organization. As such, we are sharing these guidelines as a resource for each of our General Managers, who in addition to focusing on the exterior community, need to also incorporate planning for their own interior workspace.

It is critical that this plan is flexible and should be adjusted based on when federal and your states' specific guidelines change. We also recommend using the NRF's Interactive 50-State Tracker Map to stay up to date on guidelines related to business closures, curfew, employee screening, mass gatherings, PPE requirements, etc.: <https://nrf.com/resources/operation-open-doors/coronavirus-retail-restrictions-by-state>

GOALS OF THE GUIDANCE OUTLINED IN THIS DOCUMENT:

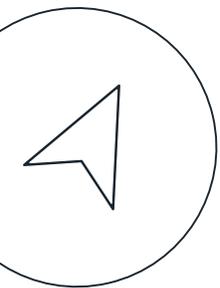
1. Less contact on surfaces and physical items
2. Practice social distancing

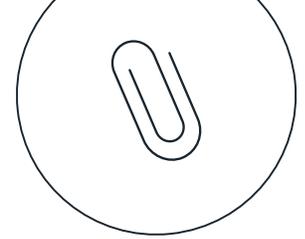
I. EVALUATING THE PHYSICAL:

a. Evaluate - What Do People Touch? Determine what kinds of surfaces and materials make up the area and then ask yourself:

- a. Which ones should be removed to reduce frequent handling or contact from multiple people?
- b. Which ones can we not remove but can alter your use of them in some way?
- c. Which ones can we not remove but we know we can ensure they are routinely cleaned and disinfected?

Based on the above: what new mechanisms could we look into to mitigate risk of these areas (i.e. desk shields, gloves, tissues, masking tape, etc.)? What new rules will you need to put





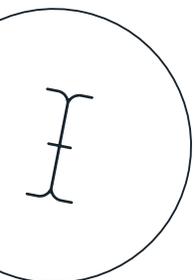
I. EVALUATING THE PHYSICAL (CONTINUED)

in place (and making sure we are not violating and safety or building codes with this)?

What signage will we need to put in place?

Please note: If your office has been unoccupied for 7 days or more, it will only need your normal routine cleaning to re-open the area. This is because the virus that causes COVID-19 has not been show to survive on surfaces longer than this time.

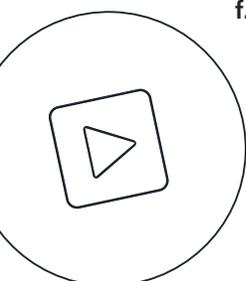
- b. Utilization of Space Recommendations:** Please see the 'Utilization of Work Spaces' outline in the Appendix for recommendations on how to approach areas and equipment within your office space (based on current research and how we're currently evaluating our WS Corporate office – but knowing CDC and local guidelines will ultimately define these recommendations).
- c. How to Clean Materials:** For those surfaces/areas that you have determined will just follow a routine cleaning, please follow this list to help determine the most appropriate disinfectant for the surface or object.
- **Hard and Non-Porous Materials like Glass, Metal and Plastic:** should be routinely cleaned with disinfectant. For areas that require disinfectant:
 - Please ensure you and your vendors are using EPA-approved disinfectants and are following the steps to use appropriately. A list of EPA-approved can be found here.
 - Pay special attention to PPE that may be needed to safely apply the disinfectant and review manufacturer's recommendations. Steps for safe and effective disinfectant use can be found here.
 - **Soft and Porous Materials like Carpet, Rugs or Seating Areas:** should be cleaned or laundered following the directions on the item's label, using the warmest appropriate water setting.

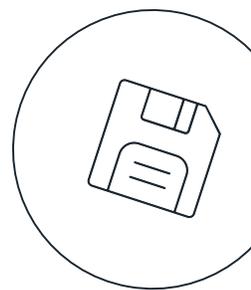




II. EVALUATING THE NON-PHYSICAL

- a. **Social Distancing Within the Office:** If your office has been unoccupied for 7 days or more, it will only need your normal routine cleaning to re-open the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.
- b. **Work Attendance:** Think about what number will allow the employees in your office to safely practice social distancing and avoiding crowding. If you're not able to practice that with the total number of people in your office – please consider daily shift/wave schedules for your office (i.e. two people come in one day, then two different people come in on another day).
- c. **When Not to Come In:** Employees should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours. They should also not report to work if there is an active diagnosed COVID-19 case in their family with whom they are in regular contact or have been exposed to a diagnosed individual within the last 14 days. If an employee is concerned about whether they should come in to work or experience any symptoms, they speak with their manager immediately.
- d. **Employee Commuting:** Those employees who travel by public transportation should be provided the option of working a staggered workday to avoid heaviest commuting times but still align with the core hours of the office. If this is applicable for you and/or any of your employees, please make sure to communicate that work schedule in the team's Outlook calendars.
- e. **Personal Protection Equipment (PPE) Use:**
 - Facial coverings, as recommended by the CDC, should be worn by your employees and vendors while on property and in the office performing work duties. Employees can supply their own or masks/facial coverings should be provided by your office.
 - Gloves, disinfectant wipes, spray cleaners with paper towels, hand sanitizer and hand soap should be readily available throughout the office and especially at shared areas.
- f. **Personal Hygiene:** Your employees should be allowed and encouraged to take frequent breaks for hand washing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC.





II. EVALUATING THE NON-PHYSICAL (CONTINUED)

g. Meetings: As much as possible – avoid group, in-person meetings (utilize phone and video conferencing services). When a group in-person meeting is necessary, limit exposure by practicing distancing within your meeting space by limiting capacity and maintaining 6ft of distance. Please see the ‘conference room’ section of the Appendix for further direction on the use of this type of space.

h. Outside Vendors:

Office Cleaning Company:

- Review scope of work for any detail that needs to be updated based on your discovery in points 1a, 1b and 1c under ‘Evaluate – What Do People Touch?’
- Your plan should include considerations about the safety of custodial staff and other people who are carrying out the cleaning or disinfecting. These staff should wear appropriate PPE for cleaning and disinfecting. Staff should be instructed on how to apply disinfectants according to the label.

FedEx/UPS:

Outside package delivery should be kept to a minimum – when package delivery is necessary:

- Ensure the delivery personnel adhere to social distancing you have set forth in the office (i.e. floor markers).
- Whomever is signing for the package, wear gloves when signing for packages and immediately remove the glove upon completion.

Food Deliveries:

Avoid outside food deliveries – staff members should all bring their own lunches that are individually bagged.

Vendor Sign-In Procedures:

For those offices that have a vendor sign-in policy, we recommend suspending the collection of ID’s/collateral to avoid limiting contact exposure. Simply have the vendor sign-in and sign-out, using the appropriate log at the front desk.



APPENDIX - UTILIZATION OF WORK SPACES

These recommendations are based of the goal of less contact on surface and physical items. Again, these recommendations are also dependent on each General Manager’s comfort level and based on what they deem to be best for their office space and their team.

LUNCHROOM: We recommend that all team members pack their own individual lunches and eat at their desks, following proper cleaning procedures after finishing their meal.

LOBBY AREAS:

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Drinking Fountain	Do not use	Supply bottled water	Yes
Door Entries	<p>Where there’s no double entry: Provide sanitizer or a stool with tissues on top outside of the door and asks that people use those prior to touching handle</p> <p>Where there is a double entry: Consider propping open the set of doors closest to the interior –Ops will want to consult w/ an HVAC engineer for any temp control issues w/ keeping those doors open</p>	<p>Sanitizing station or stool with tissues for people to use when having to touch door handles</p> <p>Door stopper</p> <p>Signage recommending guests wear facial coverings/masks</p>	Yes
Stairwell	Provide sanitizer or stool with tissues at top and bottom of stairs and ask that people use those prior to touching rail	Sanitizing station or stool with tissues	Yes

LOBBY AREAS (CONTINUED):

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Elevators	<p>Provide stool with tissues inside and outside of elevators for people to use when touching buttons. A different tissue should be used for exterior and interior buttons and a small trash barrel should be placed in the elevator for tissue disposal</p> <p>Limit capacity in elevator</p>	<p>Stool with tissues</p> <p>Floor markers in elevator marking where guests can stand to maintain 6ft apart (please base number of floor markers on size of elevator)</p>	Yes
Common Area Furniture	Remove		
Light Switch	Keep on and routinely clean	<p>As part of their office closing duties, have cleaning company clean using EPA-Approved Disinfectant</p> <p>Place masking tape over switch</p>	Yes

RECEPTION AREA:

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Entry Door	Consider propping open the door - Ops will want to consult w/ an HVAC engineer for any temp controls w/ keeping those doors open	Door stopper	Yes
Seating Area Furniture (chairs, coffee tables, etc.)	Remove		
Collateral (postcards, coffee table books, etc.)	Remove		
Candy at Desk	Remove		
Desk	Protect	Desk shield Gloves for any necessary use (i.e. using a pen, signing a package, etc.)	Yes
Floor	Mark	Floor marker asking to maintain distance	Yes

PRINTER/SUPPLY ROOMS:

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Office Supplies (pens, notepads, etc.)	Remove/supply each team member with their own supplies at their desk to avoid group contact in the supply room	Store in a locked location <i>Or</i> Supply each team member with their own supplies at their desk to avoid group contact in the supply room	
Paper	Remove/ supply each team member with their own paper to restock in the printer when it is out		
Printer	Wear PPE when using and routinely clean after use		
Cabinets	Do not use		Yes
Drawers	Do not use		Yes
Entry Door	Restrict access	Stanchion off entrance	Yes

CONFERENCE ROOMS: As much as possible – avoid group, in-person meetings (utilize phone and video conferencing services). When a group in-person meeting is necessary, limit exposure by practicing distancing within your meeting space by limiting capacity and maintaining 6ft of distance at the table.

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Keyboard	Remove	Everyone to bring their own laptop when meeting	
Mouse	Remove	Everyone to bring their own laptop when meeting	
Phone	Routinely clean after use	EPA-Approved Disinfectant	Yes
Remote for TV	Remove		
TV	Do not use	Use laptops for any screen sharing Place masking tape over power button	Yes
Chairs	Remove	Remove as necessary based on keeping seating arrangements 6ft apart	Yes
Table	Routinely Clean After Use	EPA-Approved Disinfectant Gloves for any necessary use (i.e. using a pen, signing a package, etc.) Vinyl on table marking where people can sit	

CONFERENCE ROOMS (CONTINUED):

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Drawers	Do not use	Zip-tie handles	Yes
Cabinets	Do not use	Zip-tie handles	Yes
Door	Prop open	Door stopper	Yes
Trash barrel	Alter	Remove top and keep open so surface contact is avoided	
Light switch	Keep on and routinely clean	As part of their office closing duties, have cleaning company clean using EPA-Approved Disinfectant Place masking tape over switch	Yes

INDIVIDUAL DESKS: Employees should only be allowed to sit at desks that are, at a minimum, 6 feet apart or more. Each employee should be provided individual cleaning supplies to properly clean their desk area upon arrival at the office and departure from the office. At the end of the day, employees should be required to keep their desk surfaces clear so that they can be wiped down by the janitorial staff at the end of each workday. This means no paper or personal items other than technology items (laptop, monitor, keyboard, mouse) shall remain out on your desk at the end of the day.

Each employee should also be provided their own printer paper and office supplies to avoid contact and shared use of communal supply room.

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Entry Door	Consider propping open the door - Ops will want to consult w/ an HVAC engineer for any temp controls w/ keeping those doors open	Door stopper	Yes
Light switch	Keep on and routinely clean	As part of their office closing duties, have cleaning company clean using EPA-Approved Disinfectant Place masking tape over switch	Yes
Extra chairs	Remove		Yes
Extra table	Remove		
Keyboard	Routinely clean after use	EPA-Approved Disinfectant	Yes
Mouse	Routinely clean after use	EPA-Approved Disinfectant	Yes
Computer Screen	Routinely clean after use	EPA-Approved Disinfectant	Yes
Coats/ personal items	Keep at your desk	Do not allow employees to place these items in a communal closet	Yes

KITCHEN: As you will see – we recommend the use of kitchen equipment and materials is extremely limited.

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Drawer handles	Do not use	Zip-tie handles	
Cabinets handles	Do not use	Zip-tie handles	
Microwave (incl. handle and buttons)	Remove/Routinely clean after use	Store elsewhere/ EPA-Approved Disinfectant	Yes
Pantry door handles	Do not use	Zip-tie handles	Yes
Coffee Machine	Remove/Routinely clean after use	Store elsewhere / EPA-Approved Disinfectant	Yes
Water Machine	Routinely clean after use	EPA-Approved Disinfectant	Yes
Shared snacks	Remove		
Refrigerator (incl. handle, shelves, drawers)	Routinely clean after use	All existing food and beverage should be disposed of – this should be used purely for employee lunches and beverages that are individually packed	Yes
Reusable cups, plates, silverware	Remove	Store elsewhere	Yes
Disposable cups, plates, and silverware	Alter	Only provide individually wrapped options in a container on top of the counter	

KITCHEN (CONTINUED);

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
First Aid Kit (incl. all items inside)	Routinely clean after use	EPA-Approved Disinfectant	Yes
Dishwasher	Remove/Routinely clean after use	Place masking tape over entry latch EPA-Approved Disinfectant	Yes
Trash + recycling bins	Alter	Remove tops and keep open	

BATHROOMS: In addition to the below recommendations, please consider having your housekeeping team increase number of cleaning rotations within bathrooms due to high volume of contact.

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Entry door	<p>Encourage bathroom users to sanitize when they enter and exit the bathroom</p> <p>Prop*</p> <p>*If these doors are to remain open:</p> <ul style="list-style-type: none"> • Consider people’s comfort level w/ visibility into the restrooms • Ops will want to consult w/ an HVAC engineer for any cross-contamination (esp. at bathroom) and temp controls w/ keeping those doors open 	<p>Door stopper</p> <p>Sanitizer station right outside doors</p>	Yes
Stalls	<p>Consider stall latches that enable you to open with foot</p> <p>If stall latches are not an option, provide stool with tissues inside the bathroom for people to use when touching stall handles and have them dispose after use</p> <p>Above all else – the importance of having folks wash their hands for 20 seconds and sanitize when they enter and exit the bathroom is incredibly critical</p>	<p>Stall latch if budget allows</p> <p>Or</p> <p>Stool with tissues</p>	Yes

BATHROOMS (CONTINUED);

Equipment	Proposed Action	Supply to Buy/Response	Signage needed?
Trash barrel	Alter	Remove top and keep open so surface contact is avoided	
Sinks	For multiple sinks – limit to one person at the sink at a time	Floor marker to encourage anyone waiting in line for the sink to stand 6ft back	Yes
Paper Towel Dispenser	Do not use	Place folder paper towels out on counter	Yes
Hand dryer	Do not use	Place masking tape over button	Yes