



(re)entry

A guide for working in the next normal at the
Metropolitan Square Building



(re) _____

To our valued tenants at Metropolitan Square:

Heightened caution around the COVID-19 health crisis remains in almost all aspects of daily life around the world.

While we look forward to your employees returning in larger numbers, we must keep in mind that re-entry is a complex process. Local government mandates must be adhered to, along with proactive approaches to maintaining social distancing, promoting health and safety, and building confidence among our tenants.

As the property management team of Metropolitan Square our objectives include:

- Ensuring we take every reasonable action to provide a safe and secure building for our employees, tenants and guests
- Following the guidance and orders of Authorities Having Jurisdiction (AHJ)
- Communicating effectively with our tenants, guests and communities - now, and going forward as they resume their business operations
- Applying best re-entry operational practices from our international colleagues

To navigate the next phase of response to COVID-19, and to prepare for greater numbers of people returning, we're addressing three key pillars of re-entry:

(re) activate space

(re) spect health & wellness

(re) vitalize property & workplace operations

(re)activate **space**

We're adjusting and communicating expectations around new behaviors that will increase safety, security, productivity and wellness.

Signage

The Property Management team will follow AHJ guidelines for determining maximum occupancy allowed in the property, as applicable. You'll notice new signs promoting safe social distancing and health and safety standards, including traffic flow, queuing recommendations for elevator usage and amenity space availability. Common area furniture placement and/or temporary removal may occur at the property.

Social distancing

Property Management will promote social distancing practices in certain areas, such as lobbies, elevator lobbies and elevators.

PPE

All employees, tenants and guests will follow AHJ guidelines regarding the use of PPE, such as gloves and/or face coverings.

Parking

The Garage is open, and we've taken measures to ensure social distancing by adding reminder signage in and around entryways.

(re)spect health and wellness

We're creating and monitoring effective guidelines and adjustments to common area space to balance health, safety and visitor-wellbeing.

Housekeeping, Maintenance and Security staff safety

All service providers will be required to adhere local AHJ guidelines regarding personal protective equipment (PPE), such as gloves and/or face coverings.

Increased cleaning

Housekeeping will be visible throughout public spaces, and there will be increased cleaning in high-traffic, high-touch areas.

Restroom frequency of cleaning

The cleaning schedule has been enhanced to increase the frequency of restroom cleaning, per CDC guidelines.

Tenant area enhanced cleaning

JLL can arrange for on-going enhanced cleaning in tenant areas, if requested (please contact the JLL Management Office to discuss service offerings and above-standard costs).

HVAC equipment checks

Maintenance practices have been enhanced to ensure clean air recommendations are met. Air Filters in the main lobby and throughout the main air-handlers/return air have been replaced or will be replaced very soon. All water systems flushed in common areas. **(Tenant's are responsible for their own spaces)** We highly recommend to flush out your hot water heaters in your kitchens/breakrooms. We recommend that if you have an ice machine to throw away the existing ice, run your ice machine through at least three (3) cycles, clean and disinfect the ice catcher prior to filling up with fresh ice.

Hand sanitizer stations

Have remained in the Main Lobby for your use to encourage safe hygiene practices.

(re) vitalize **property operations**

The property – including common area spaces and amenity spaces – have undergone operational changes to adhere to new standards including:

Visitor management

Visitors will be required to check in with security and a tenant representative will need to meet them in the Main Lobby for access to the tenant space.

New elevator access protocols

In order to maintain social distancing guidelines, elevator loads are no more than **(4)** person(s) per elevator in the main tower and freight elevators and **(2)** person(s) as designated in the garage elevators. All elevator surfaces are being disinfected frequently and will continue to be until further notice.

Management Office

Please contact the Management Office at 314.436.1212.

Common area use and social gathering

We need to limit congregation in Metropolitan Square's lobby and common areas. We encourage tenants to keep these areas open for travel and not gather in groups larger than ten **(10)** people. Keeping social distancing of **(6) six feet** in place. Lobby security officers will help those that forget about the social distancing requirements in the grand lobby and elevator lobbies for at least **60-day** period or until further notice.

Multi-tenant restrooms will have every other stall/urinal closed to maintain social distancing.

(re)vitalize **property operations continued..**

The property – including common area spaces and amenity spaces – have undergone operational changes to adhere to new standards including:

Amenity Center, Conference Space and Fitness Center schedules and hours

The hours and availability of these areas have been restricted to follow social distancing protocols.

- **Fitness Center: (Fitness Center is not open until further notice - CDC's recommendations will be followed)**
 - Maintain Social Distancing of **six (6) feet** for 60 days. Review based on CDC/Government recommendations at end of 60-day period. This includes members and employees including personal training.
 - No handshaking, physical contact, etc. for 60-day period or until further notice. This includes visitors and employees.
 - Limit and monitor the number of members to ten (**10**) people at any given time during day and including peak times for first 60 days.
 - No classes offered for first 60 days. Subject to extension and review based on CDC/Government recommendations. Maintain Social Distancing of six (6) feet for 60 days. Review based on CDC/Government recommendations at end of 60-day period. This includes members and employees including personal training.
 - Provider to provide enhanced cleaning procedures with CDC recommended chemicals throughout the day.
 - Increased cleaning of locker rooms during the day.

(re)vitalize **property operations continued..**

The property – including common area spaces and amenity spaces – have undergone operational changes to adhere to new standards including:

- **9FL Conference Center:**
 - No events in Conference Center for **30 days**, subject to extension
 - Conference Center to re-open based on guidelines provided by government regarding gathering levels. Minimum social distancing standards to be maintained when it is opened for at least 30-days after opening.
 - Enhanced cleaning after each use 60 days after reopening of Conference Center.
 - Remove and discard all unused food, beverages and materials after each use of Conference Center.

- **Eatery/Java Plus:**

Point of sale options to create social distancing .

- Cashiers with hand sanitizer, gloves, cashiers must wash hands between glove changes.
- Sanitize self-checkout POS equipment commonly touched surfaces with CDC approved products.
- Eliminate hand to hand contact by directing guests to place cash or card on counter, then reversing the process for change and receipts.
- Number of customers in serving area will be limited in order to maintain minimum required social distancing.
- At least **six (6)** feet apart while waiting in line in any of the restaurants

Other Considerations

- **Pre-order whenever possible**

(re)vitalize **property operations continued..**

The property – including common area spaces and amenity spaces – have undergone operational changes to adhere to new standards including:

Dining/Seating Area Continued....

- Reopen inside/outside when local government provides direction to open bars and restaurants.
- Enhanced cleaning procedure during high traffic areas.
- Enhanced cleaning procedure during the evening clean.
- No events for first 30 days.

Building loading dock, courier and food delivery

Shipping and receiving goods, materials and food deliveries is a big part of property operations and access.

- Check in contractors, visitors, guests but maintain your social distancing.
- No contractors, vendors, visitors or guests will be allowed up into the tower without a mask on, gloves are optional.
- Any visitors or guests must be preapproved by the tenant they are visiting prior to allowing them up into the tower. Tenant's are to come retrieve their guest(s) when notified of their arrival to gain the access needed. Security will NOT provide access to the elevators for anyone unless they have permission to do so from a tenant.
- Clean and disinfect returning badges, desktop, phones, computer keyboards, etc. throughout the day and before and after start of shift.



Are you ready to bring your employees back to their workplace?

As you bring your employees back to the building, here are five key things to think about:

Communicate with us!

Communicate with the JLL Management Office on your re-entry plans for your staff and visitors.

JLL Management Office 314.436.1212

Prepare your workspace to safely receive your employees

Review and assess whether your workspace is set-up to safely receive your employees on their first day back at work. Before moving into workplace safety preparation, we recommend testing the safety and functionality within your office space to provide peace of mind that your office space itself is prepared for re-entry.

Ensure that your employees feel safe and supported

It's critical that you take enhanced measures to ensure that your workspace is safe before you welcome your people back – but it's just as important that your employees feel safe and supported upon re-entry, too.

Help your remote employees maximize productivity

As workspaces are re-configured to apply social distancing practices, it's highly likely that many of your employees will continue to work from home – and they'll need your ongoing support to help them maximize productivity. Give your employees the tools and support that they need to be successful – even when they're working outside of the office.

Ensure compliance with the guidelines and protocols you've implemented

As social distancing measures are implemented within the workspace, you need to ensure compliance to minimize and prevent exposing your employees to unnecessary risks.



Are you ready to bring your employees back to their workplace?

Example social distancing floor plans and guidelines



*Social distancing approach and planning activities must be reviewed and approved by the client based on their interpretation of the CDC Guidelines. JLL recommends using a 7.5 foot diameter social distancing planning circles (approximately 2.3 meters) which is what has been illustrated in the sample plans provided above.

JLL Property Management does not support creating tenant occupancy strategies for returning to work, but our colleagues in Occupancy Planning can help.

Contact: Tony.Josipovic@am.jll.com to speak about a framework and costs for your workspace.

Preparing for (re)entry into what will be the “next normal” at your workplace can be overwhelming. Helping our tenants through challenges and uncertainty is core to our commitment to shaping a better world.

Please reach out to learn more about how we can support you on your (re)entry journey.

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