



# PREPARING A RETURN TO THE OFFICE

PRELIMINARY GUIDELINES  
FOR RESUMING OCCUPANCY

ROCKEFELLER  
GROUP

DRS

A Letter from  
the Company

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June 5, 2020

**To our Tenants, Clients and Partners,**

As New York City returns to work under Phase One of Governor Cuomo's regional UnPause program, Rockefeller Group is prepared to welcome tenants back to our buildings in Manhattan.

While the majority of people have been working remotely for several months, our properties have remained open and operational throughout the COVID-19 state of emergency to serve the essential business operations of our tenants.

During this time, our property management and engineering professionals have maintained building systems and modified property operations in accordance with evolving governmental and regulatory requirements and industry best practices.

Our top priority as always has been the health and safety of our tenants, visitors, contractors and employees. This plan is intended to share our framework to maintain that commitment, including the policies, procedures and requests that will help us all return to a safe, healthy and productive office environment.

We know a return to the office can take many paths and each organization will decide on a pace and timing that works best for you. Regardless of when you return, we will be ready.

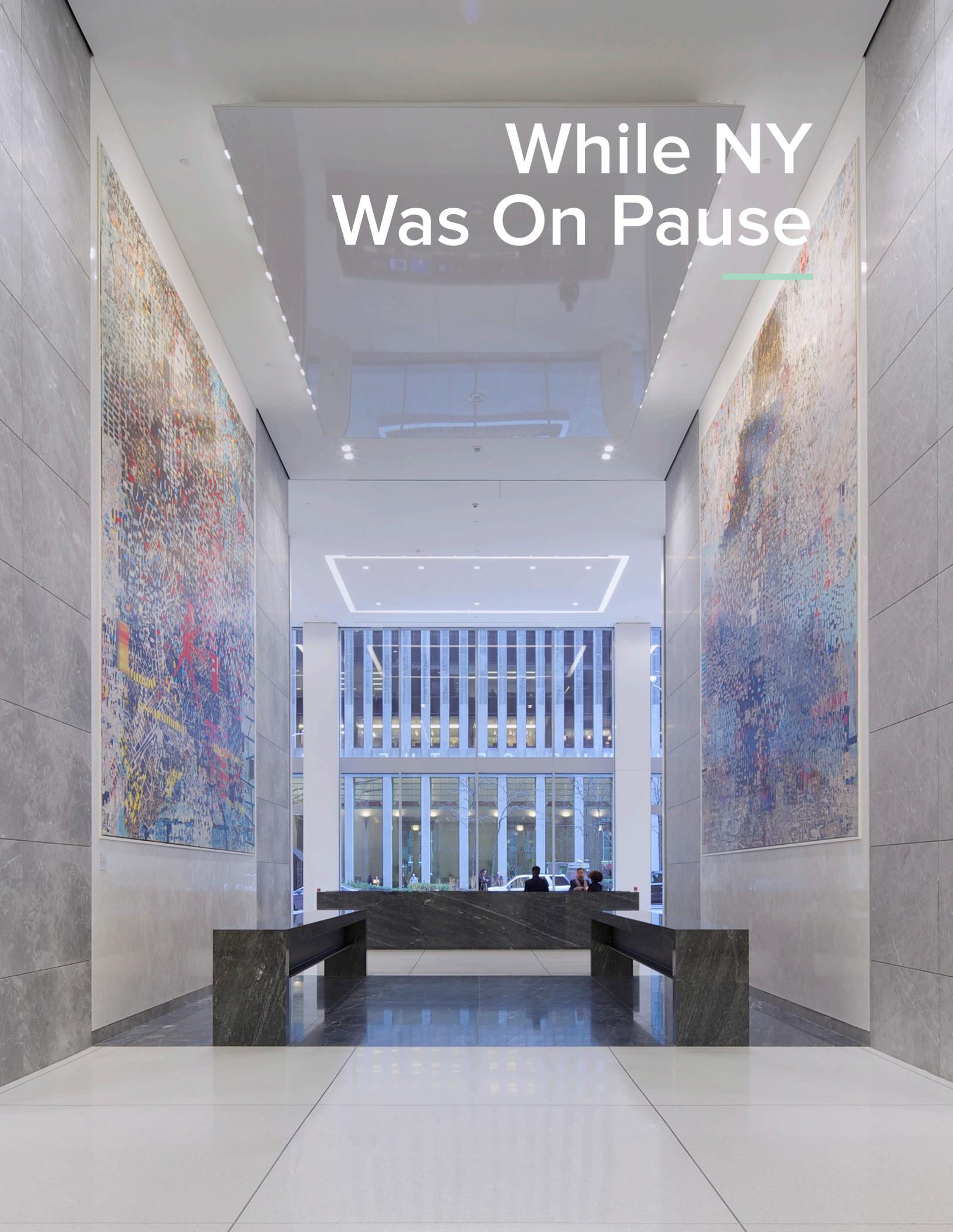
We look forward to welcoming you back.

A handwritten signature in black ink, appearing to read 'D. Moore', with a stylized flourish at the end.

**Daniel J. Moore**  
*President & CEO*

# While NY Was On Pause

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**Since mid-March 2020, following Governor Cuomo’s introduction of New York State on Pause directives, our properties have remained open and operational despite significant reductions in the daily building tenant-and-visitor populations.**

This has enabled our Asset Services, Property Management and Security staff to begin implementing modified building operations in line with government guidelines and recommendations throughout the COVID-19 situation, and to prepare for New York State’s planned phased re-opening of non-essential businesses, including incremental increases to the building population.

The following guidelines and recommendations are intended to prioritize health and safety as our most important priority, while supporting you and your colleagues as you begin to return larger portions of your staff to your office in the weeks and months ahead.

# When You Return

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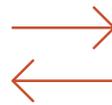
# Getting to your floor

Safely and efficiently moving hundreds and ultimately thousands of people from the lobby to their floor while adhering to social distancing guidelines requires several modifications to building access and traffic flow. Below are several changes we plan to implement.



## Designated entrances

Tenant notifications and on-site signage will denote designated entrances and exits



## Traffic patterns

As needed to promote safe distancing and queuing; guards help direct the flow of people



## Utilizing stairwells

Alleviating elevator congestion by allowing lobby access to and from tenant floor(s)



## Elevator etiquette

Four people per cab, one in each corner; face coverings must be worn



## Touchless access

ID badges can be hovered two inches above the turnstiles



## Enhanced food delivery

Food delivery and pick-up may be restricted to a designated area to limit foot traffic and contact



## Temporary closures

Some entrances may be closed or designated for tenants or visitors only; Concourse and lobby access to building retail tenants may be temporarily closed



## Social distancing and face coverings

Social distancing guidelines will be observed in all common areas; face coverings must be worn from building entry until reaching your floor



## **SAFETY & SECURITY**

In the initial phase of return to occupancy, it will be important that property management and our tenants have open lines of communication and a sense of responsibility to one another to ensure our mutual objectives can be met. The following are initial recommendations and building protocols to achieve the optimal scenario.

- Visitors are discouraged to the extent possible and recommended to arrive prior to 8:00 am or after 10:00 am, and to depart prior to 4:00 pm or after 6:00 pm to alleviate congestion in common areas during peak commuting times. Please restrict visitors to essential visitors.
- Recommended to stagger employee arrival and departure times for commuter safety, and to alleviate lobby congestion.
- Face coverings (mask or cloth covering) are required in the common areas at all times (lobby, elevator corridors and cabs, as well as bike rooms/areas as applicable).
- Security and concierge staff will wear masks at all times.
- Social distancing guidelines are in effect.
- Property Management will limit the need for physical touching of surfaces to the extent possible, and visitors will hold IDs for registration (no exchange of ID).
- Maximum 4 people per elevator, with face covering.



## SIGNAGE

- Tenant notifications and on-site signage will denote designated entrances/exits.
- Considerations for lobby traffic patterns as needed to promote safe distancing and queuing; guards will help direct the flow of people.
- Utilizing designated stairwells to alleviate elevator congestion; IDs will be checked at stairwell prior to entry.
- Lobby access to and from building retail tenants may be closed on a temporary basis.
- Concourse access to or from the building may be temporarily closed.
- Additional bike storage will be made available, as possible.



## In your office

While property management will be planning, implementing and monitoring the reopening guidelines and procedures for our buildings, we will rely on our tenants to manage the process according to regulations in their leased premises. Maintaining a constant dialogue and cooperative spirit between our teams will be most effective.

The latest guidelines available for phase one reopening in New York City limit occupancy in tenant spaces to 50% of maximum occupancy for a particular area as set by the certificate of occupancy. This means that a blanket 50% occupancy scenario without careful consideration on a floor-by-floor basis will not necessarily comply with the guidelines. There are, however, multiple recommendations to help you remain compliant. These include, but are not limited to, limiting office access at least initially only to employees required to be on-site, creating different teams for on-site work different days or weeks, or staggered arrival and departure times.





## AT WORK

- Encourage employees to bring food from home to limit frequency of foot traffic in-and-out of the building, and to reduce deliveries and contact in common areas.
- Practice social distancing with six feet between occupied workstations.
- Require face coverings when social distancing cannot be maintained.
- Reduce bi-directional foot traffic to limit face-to-face interactions.
- Encourage employees to follow hand-hygiene guidelines.
- Hold meetings in open, well-ventilated areas; close non-essential amenities such as vending machines or coffee machines that promote gathering.
- Tenants are required to provide property management with their site-safety plans, and to post plans in conspicuous locations on their floor(s).
- Avoid use of furniture that cannot be easily cleaned/disinfected.



## SCREENING & REPORTING

- Employers are required to screen their employees and essential visitors prior to allowing building access; Employees and visitors should be screened remotely prior to arriving, at a minimum via questionnaire (see below).
- To be allowed building access, questionnaire must affirm 1) no symptoms of COVID-19, 2) no positive test for COVID-19 and, 3) no known or suspected exposure to a person with COVID-19 in the past 14 days.
- Any employee who screens positive for COVID-19 or presents with symptoms at the office should go home and seek medical attention.
- Positive or suspected cases of COVID-19 from an on-site employee or visitor to the building should be reported to the building's Property Manager immediately.



# Community

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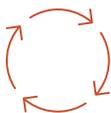
# Our part

Maintaining a safe and healthy environment for tenants and visitors remains our top priority. An important part of our focus is on providing an increase to cleaning and disinfecting programs, as well as upgrades to building systems to enhance ventilation and air quality throughout our properties.



## CLEANING

- Enhanced cleaning and disinfecting protocols for building common areas and tenant spaces.
- Increased regularity in cleaning frequently touched surfaces and high traffic areas.
- Utilization of CDC recommended, [EPA-registered](#) anti-viral disinfectant cleaners.
- Hand sanitizers placed throughout lobby for tenant and visitor use.



## BUILDING SYSTEMS

- Building's heating, air conditioning and ventilation systems (HVAC) set to maximize outdoor air intake, as recommended by ASHRAE.
- All air filters upgraded to MERV 15 for high efficiency air filtration and effectiveness.
- Clean and sanitize HVAC equipment once new air filters are installed.
- Domestic water systems have been flushed and tested in accordance with DOH guidance.
- Engineer service calls limited to emergencies; remote responses encouraged.



# Your part

We are committed to your success. To help us continuously improve building operations and systems, we appreciate your cooperation, constant communication and ongoing input.



## COMMUNICATION

- Keep property management informed about your return to work plans, including planned office population and timing.
- Non-essential visitors are prohibited to the extent possible; essential visitors should continue to be pre-registered with the building.
- Share building protocols and your site safety plan with your employee population prior to their return to the office.
- Continue to monitor federal, state and city health directives, and follow their recommendations.
- Watch for any Property Management communications as they pertain to building policies and procedures or updates as the situation continues to evolve.
- Continue to report to Property Management any positive cases of COVID-19 from your on-site employee population and any planned or implemented action steps.

## KEY CONSIDERATIONS FOR EMPLOYEES

- Stay home when sick
- Wash hands frequently, prior to meals, and avoid touching your eyes, nose or mouth
- Wear mask or face covering in common areas
- Practice social distancing inside and outside the office
- Comply with daily screening requirements
- Discourage all non-essential visitors
- Ensure COVID-19 symptoms are reported to your employer

## KEY CONSIDERATIONS FOR TENANTS

- You are responsible to comply with daily employee and visitor screening requirements prior to building access.
- Comply with 50% occupancy limit for a particular area's maximum occupancy limit.
- Establish location(s) within leased premises to isolate anyone experiencing illness or symptoms of COVID-19 while at work.
- If an employee becomes sick with COVID-19 symptoms at work, please follow appropriate steps to ensure their safety and the safety of others, including but not limited to:
  - Isolate the employee, provide them a face covering and determine next steps.
  - If employee is showing signs of distress, call emergency medical services.
  - If employee is capable, they should be sent home as soon as possible and encouraged to seek medical care.
- Suspected or confirmed cases of COVID-19 should be reported to the building's Property Manager.
- Confirmed cases of COVID-19 should be reported to the Department of Health for contact tracing efforts.
- Known contacts of individuals suspected or confirmed to have COVID-19 should be notified.
- Tenant should clean and disinfect all areas possibly contaminated adhering to CDC cleaning guidelines.
- More information about CDC cleaning guidelines [can be found here](#).
- Use EPA certified cleaners and disinfectants, which [can be found here](#).



# Our Team

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# Return to Work Task Force Team

We have a dedicated team of highly experienced real estate and property management professionals committed to seeing our buildings and our tenants through this state of emergency.

## TASK FORCE LEADERSHIP

### PROPERTY OPERATIONS & TENANTS

**John H. Pierce**

Senior Vice President, Asset Services

**Marco Bulzomi**

Property Manager, 1271 AoA

**Brian Sullivan**

Property Manager, 1221 AoA

**Nicholas Perich**

Property Manager, 745 Seventh Ave.

**Shawn O'Neill**

Director of Security & Life Safety

## WORKING GROUP LEADERSHIP

### BUILDING SERVICES

**Michael Anderson**

Vice President, Asset Services

**Frank Greco**

Chief Engineer, 745 Seventh Ave.

**Charles Haber**

Manager of Engineering, 1221 AoA

**Ronald M. Perez**

Manager of Engineering, 1271 AoA

## ADDITIONAL RESOURCES

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New York State  
Department of Health  
[coronavirus.health.ny.gov/home](https://coronavirus.health.ny.gov/home)

Centers for Disease Control  
& Prevention  
[cdc.gov/coronavirus/2019-ncov/](https://cdc.gov/coronavirus/2019-ncov/)

Occupational Health & Safety  
Administration  
[osha.gov/sltc/covid-19/](https://osha.gov/sltc/covid-19/)

New York State Department of Health  
*Interim Guidance for Office Based-Work*  
[governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf](https://governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf)

CDC  
*Interim Guidance for Businesses and Employers*  
[cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](https://cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

OSHA  
*Guidance on Preparing Workplaces for COVID-19*  
[osha.gov/Publications/OSHA3990.pdf](https://osha.gov/Publications/OSHA3990.pdf)

New York City Department of Health & Mental Hygiene  
*COVID-19 General Guidance for Businesses*  
[www1.nyc.gov/assets/doh/downloads/pdf/imm/novel-coronavirus-faq-for-businesses.pdf](https://www1.nyc.gov/assets/doh/downloads/pdf/imm/novel-coronavirus-faq-for-businesses.pdf)

Real Estate Board of New York  
[rebny.com](https://rebny.com)

Building Owners & Managers Association  
[bomany.org](https://bomany.org)

New York City Department of Health /  
Office of Emergency Management  
[nyc.gov](https://nyc.gov)

American Society of Heating, Refrigerating and Air-  
Conditioning Engineers  
[ashrae.org](https://ashrae.org)

