

# WHAT QUESTIONS SHOULD I BE ASKING MY BUILDING PRIOR TO RETURNING TO THE OFFICE?

*As you begin to plan for the return to the office, here is a list of questions to ask your building, and corresponding answers to give you an idea of what to look for.*

**We believe engaging your building in the below conversation will result in a cleaner and safer building for your employees to return to.**

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## ENTRY EXPERIENCE

Q: How do you plan to minimize touch upon entry?

A: Propped open doors, antimicrobial stickers on door handles, etc.

Q: Do you plan to automate entrances?

A: Automate all entrances, activate QR technology, voice activation, etc.

Q: Do you plan to conduct temperature screening of occupants upon entry? If so, what is the procedure?

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## RECEPTION & VISITORS

Q: Do you plan to limit the number of visitors?

Q: Do you plan to have glass partitions between building staff and occupants/visitors?

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## TRAFFIC FLOW

Q: Do you plan to stagger morning start times?

Q: Do you plan to designate doors for entry and exit only?

Q: Do you plan to enforce one direction of travel?

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## ELEVATORS

Q: If not already present, do you plan to upgrade elevator technology/infrastructure to destination dispatch?

Q: Do you plan to retrofit elevator buttons with touchless solutions?

Q: Is voice activation feasible for elevators?

Q: How many people will be permitted per elevator ride and how will this be enforced?

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## CLEANING

Q: How do you plan to enhance building cleaning and disinfecting practices?

A: Increase frequency and extent, follow CDC guidelines, etc.

Q: What cleaning products have been specified?

A: Follow EPA guidelines, use microfiber clothes, use HEPA vacuums, etc.

Q: Will hand sanitizer, wipes, masks, and gloves be easily accessible to occupants?

Q: What frequency will cleaning staff be cleaning highly trafficked areas and high touch surfaces?

A: Hourly

Q: What enhanced cleaning services are available for tenants? Does this come at an additional cost?

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## RESTROOMS

Q: Are there plans to retrofit flushers, sinks, soap dispensers, paper towel dispensers and doors for automation?

Q: Are there plans to remove hand dryers?

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## HIGH TOUCH SURFACES

Q: Are there plans to increase use of antimicrobial materials for high touch surfaces throughout the building?

A: Examples include Nanoseptic, Sharklet, Copper Tape, etc.

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## COMMON SPACES

Q: How do you plan to operate common spaces throughout the building?

A: Limit occupancy, enhance cleaning, etc.

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## HVAC

Q: What is the fresh air intake of the building? Can this level be increased?

A: As close to 100% as possible.

Q: What type of filters are currently employed? Can these filters be upgraded?

A: MERV 16 is best, anything above MERV 13 is sufficient.

Q: Can your system accommodate HEPA (hospital grade) filtration?

Q: What is the cleaning protocol for the system?

A: UV lighting if system can accommodate.

Q: How frequently are the filters replaced?

A: Annually at a minimum, biannually or quarterly is preferable.

Q: Has the building undergone any recent air quality testing? If so, can the results be made available?

Q: Has the building explored obtaining any healthy building certifications such as WELL, RESET or Fitwel?

Q: What humidity level is the system current operating at?

A: 40-60%

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## SIGNAGE

Q: Where will additional signage be placed and what will it encompass?

A: Lobby and elevator signage indicating direction of travel and social distancing, personal hygiene reminders, high touch surfaces labeled, etc.

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## DELIVERIES

Q: How do you plan to handle packages and food deliveries?

A: Designated entrance and elevator for all packages, food deliveries to remain outside or in a designated area in the lobby for occupants to collect.

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## STAFF

Q: What are your sick leave policies for your cleaning staff, building management and other contractors entering the building?