



Introduction

Moore & Associates continues to wish our tenants and their families good health and well-being as we adjust to these uncertain times. 2020 will forever be a year that has profoundly impacted all of us personally, professionally, and financially. While most of our Tenants have been working from home and spending their days connecting with co-workers and clients virtually, Moore & Associates' employees have been on-site at the buildings working diligently with our vendor partners and service providers to ensure you have peace of mind as you plan your return to the building and your office space.

The health, safety, and wellness of all our building occupants are a top priority to us. We are here to help our Tenants return to their workplace in a manner that prioritizes the health and safety of all employees and occupants at our properties.

Our focus continues to be on creating a 'safe & healthy' building which will differentiate ourselves from other landlords. Finding ways to improve upon existing building health measures and implementing new initiatives to maintain building health has been our focus for the past year. Below are steps we have taken at Bethesda Towers, and a list of our "New Normal" protocols.

Our key focus has been on the following categories:

❖ Base Building Health & Safety

- Engineering staff continue Preventive Maintenance on HVAC building systems confirming all dampers, filters, air handling units and other related equipment are functioning as intended; and all systems are accurately reporting any environmental conditions to the Energy Management System (EMS).
- The HVAC system is set to maximize outside air and automatically adjust based on outside temperature, humidity, and indoor carbon dioxide levels.
- We have been maintaining humidity levels between 40-60% as ASHRAE recommends.
- The air handling units and exhaust fans have been checked for functionality, adequate air flow and proper venting to outdoors.
- We have installed the highest rated filter compatible with our HVAC System (MERV 11) and continue to change filters frequently.
- We have taken steps to ensure restrooms (toilets / urinals), water fixtures (sinks & water fountains) and building equipment (such as cooling towers) are safe to use after any dormant period.
- We continue to run all sinks, toilets and water fountains, as well as add water to fill floor drains in restrooms, janitors' closets, and mechanical rooms.
- Our Water Treatment program remains in place, and up to date.

❖ **General Building Operations**

New additions that will be visible to you:

- **New handsfree faucets in all restrooms**
- **UV-C germicidal & dual HEPA filtration air purification systems in all elevator cabs**
- **AeraMax PRO air purification system in Conference Center**
- **Nano Septic Self-cleaning elevator call buttons**
- **Hand sanitizing stations in high-traffic common areas**
- **Frequent disinfectant cleaning of all high-touch surfaces**
- **Touchless electronic directory boards using QR code**

Continued Protocols for our Building Common areas:

- Masks are required in all common areas at all times.
- Employees should practice social distancing in common areas (6 feet spacing) as recommended by the CDC.
- Employees should adhere to posted instructions on the use of building features and amenities, such as elevators, stairways, and common area restrooms.
- Visitors should be limited in number.
- Mail and package delivery will employ social distancing measures; employees should refrain from having personal packages delivered to the building.
- We encourage the use of the hand sanitizer stations in main lobbies and common areas upon entering the building.

Continued Protocols for our Building staff & vendors:

- Management and Engineering teams will continue to follow social distancing, handwashing, and PPE regimens.
- Management and Engineering teams have strict stay-at-home orders for team members who become ill.
- Our Janitorial Cleaning scope includes more frequent cleaning and attention to common areas and high touch surfaces, which include door handles, lobby entrances, lobby furniture, lobby directory, elevator call buttons, stairwell handrails and restroom fixtures.
- In the case of the report of a positive case or exposure within the building, we will have electrostatic disinfecting performed in the impacted building common areas and/or path of travel of the exposure. We have purchased an electrostatic disinfectant sprayer to have on site and can respond immediately when necessary.

- Additionally, we have relationships with our current janitorial providers and other vendors who can provide our tenants with more intensive disinfecting services which include fogging or electrostatic misting.

NOTE: If you are interested in these services, please contact us and we can put you in contact with these vendors to obtain pricing. The Moore & Associates relationship will allow you to receive reduced rate options.

❖ **Building Amenity Management**

Tenant amenities, such as the Conference Center, have been closed; however, it will be reopening with new policies & procedures in place. Specifically, we have implemented special cleaning protocols to ensure the Conference Center is prepared for each use and cleaned frequently between each use. Sanitizers and additional wipe dispensers have been added. We have installed an air purification system (AeraMax PRO) which helps to filter the air and provide a safe & healthy environment for occupants.

❖ **Tenant Considerations**

It remains highly important for you to have your own pandemic plan in place to help prevent the spread of COVID-19 and ensure the continuity of your business. Below are many items to consider prior to the return to your space:

- Identification of a workplace coordinator who would be responsible for any COVID issues and the return to the workplace.
- Acquisition of PPE and sanitation materials for your staff (Property Management can assist with vendor recommendations)
- Consideration of hygiene practices and health screening procedures or services for your employees.
- Evaluation of your Suite to consider any possible space alterations or workstation reconfigurations, and/or the acquisition of materials such as barriers, signage, and floor decals to facilitate social distancing.
- Schedule for the staff returning to work that include dates & times for return, staggering arrival and departures of employees, seating arrangements.
- Policies & guidelines on the use of shared spaces, such as restrooms and meeting rooms including the removal of any additional chairs or unnecessary gathering in kitchens or lounge areas.
- Creation of schedules for any shared kitchen area to eliminate any overlapping of use, as well as considering implementation of disposable kitchenware, etc.
- Implementation of cleaning protocols for each individual workstation.
- Creation of a personal protection policy for use of masks and gloves, as necessary
- Set procedures or protocol for when an employee becomes ill.
- Procedures on handling mail & packages, receiving visitors, and performing other business tasks.
- Additional technology considerations that would limit touchpoints around the office or eliminate the need for sharing equipment.

NOTE: If your plan depends on a Moore & Associates team member to perform any specific function for your company, please discuss this with us in advance to determine whether we can follow through with that request. We can also assist with recommended signage, PPE and provide vendor recommendations.

We are here to answer any questions you may have prior to coming back to Bethesda Towers, and we will continue to communicate as we all return to business as usual.

For additional resources, please refer to the links below:

- WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Maryland Department of Health: <https://coronavirus.maryland.gov>
- Maryland - Roadway to Recovery: <https://governor.maryland.gov/recovery/>
- Montgomery County: <https://www.montgomerycountymd.gov/covid19/reopening/>

We look forward to continuing to serve you and your employees, and we are excited to see you back in the buildings soon!