



# **Returning to Work: Strategic Planning Considerations for Property Managers**

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# Background

- ❑ Government-mandated COVID-19 closures and restrictions will likely be relaxed in the coming weeks or months
- ❑ High-rise office buildings and commercial properties will not operate the same as when we left
- ❑ New regulations regarding physical distancing along with tenant and visitor expectations will require creative planning and execution to address concerns
- ❑ T&M has been studying how office buildings are reopening in places that were afflicted with COVID-19 before the United States
- ❑ Lessons learned can be applied here to help optimize results and avoid pitfalls

# Policies, Procedures and Protocols

- Is a multi-phase approach to reopening possible for a high-rise office building? What will that look like?
- Will we need to recalibrate policies to address:
  - “Lobby Logistics” – physical distancing management
  - Access control
  - Visitor management
  - Elevator occupancy (passenger and freight)
  - Delivery management (food, mail, etc.)
  - Use of common areas (restrooms, hallways, stairwells, special areas, etc.)
  - Loading dock management
- What actions should we be taking to keep tenants, visitors, employees, and contractors safe?

## Policies, Procedures and Protocols

- What physical distancing policies should we have at publicly accessible areas such as entrances, lobby desks, and turnstiles?
- What physical distancing policies should we have at building-controlled interior spaces such as elevators, rest rooms, halls, stairwells and other common areas?
- Can/should we require our tenants, staff, and/or visitors to wear personal protective equipment (PPE) when in common areas?
- How often should we be communicating with tenants and tenant representatives?
- What information should we post on our website and social media pages?
- Should we designate an emergency quarantine area?
- How do we address retail spaces within our building that are open for business?
- Is thermal screening of all persons entering our building necessary? If yes, how and by whom?

# Physical & Architectural Mitigation Measures

- What will our staff, tenants, visitors, contractors & delivery personnel expect when they return to our building? Are there specific requirements/requests from unions?
- How should we conduct and schedule deep cleaning and sanitizing of building, tenant and retail spaces?
- Do we need to reconfigure our entrance(s), lobby, tenant spaces, loading dock, mailroom, property management offices, etc., to maintain physical distancing?
- How can we be sure that virus prevention measures do not compromise security?
- How do we manage special areas such as bicycle storage rooms, multi-purpose rooms, etc.?
- What other measures can we take to promote healthy personal hygiene and to avoid density?
- Is there current or emerging technologies that should be considered?

## Staff & Equipment Needs

- What PPE will we need?
- Should we provide PPE to our tenants, staff and/or visitors?
- What other cleaning/sanitizing materials should we procure and have available when tenants return to the building?
- What is the current capability of the building's engineering staff, cleaning services and lobby staff to implement virus mitigation in addition to other essential building services? Will we need more staff?
- How have our building service providers been impacted? Where should we place hand sanitizer stations?
- Is it beneficial and possible to increase fresh air flow throughout the building? How can that be done?
- Is training needed for key building staff to address new processes?
- What are other buildings doing for their tenants, staff, and visitors with regards to information sharing?





**T&M can help you develop a custom, strategic plan for transitioning  
back to your building.**

**For more information, contact Ed Cannon ([ecannon@tmprotection.com](mailto:ecannon@tmprotection.com)) or  
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