

# 48 SOUTH SERVICE ROAD

---

Return to the Workplace Handbook



# Disclaimer



This Handbook, and the requirements, recommendations and programs it describes, are provided by RXR to enable Building occupants to prepare for changes in workplace procedures and make their own informed plans and decisions with respect to occupancy, safety and business continuity. These requirements, recommendations and programs are likely to change based on evolving government requirements and guidance and industry practices. RXR cannot, and none of the requirements, recommendations or programs that RXR is implementing are intended to, provide or substitute for medical advice or constitute a direction to Tenants of when and how premises should be occupied. Medical advice should always be obtained only from qualified health care professionals. Tenants are responsible for making their own determinations with respect to occupancy of their premises in accordance with applicable governmental guidance.

This handbook was prepared exclusively for commercial tenants of RXR and contains proprietary and confidential information. RXR has invested extensive time and effort in assembling this handbook and implementing the measures described herein. This handbook and its contents may not be shared with, or provided to, anyone outside of your firm except to the extent required in the operation of your business. Thank you for your cooperation.



# To our valued Tenant partners,

Because of our collective efforts to stay home and slow the spread of COVID-19, we are beginning to emerge from the worst of the public health crisis here in the New York region and now, a return to the workplace is on the horizon. COVID-19 still remains as a threat, so until there is a vaccine, we must find new ways to move forward thoughtfully, creatively, and, most importantly, safely.

At RXR, we have been working day and night to develop a new program that completely reimagines the workplace. We are pleased to introduce, RxWell™, a comprehensive, public health-based, data-driven program that considers every aspect of the workplace in a COVID-19 environment.



The new RxWell™ program is designed to give you and your team the peace of mind that you are returning to a workplace that is safer, healthier, and provides the tools to operate in a COVID-19 environment. Some of these tools include:

A new mobile app that provides, among other things, the overall wellness of the building such as the air quality and occupancy levels; an online health questionnaire; cleaning status; shift times; food delivery options; and real-time news and announcements.

Our buildings will be equipped with technology to monitor the overall wellness of the building such as raised temperature levels, social distancing compliance, the wearing of masks, and air quality sensors to monitor conditions that can contribute to COVID transmission; and other concerns.

We are introducing a Building Wellness Index: a data-driven algorithm that combines data regarding air and water quality, occupancy, body temperature, reported illnesses, and cleanings for an aggregate measure of overall wellness of an RXR building.

It's important to note that we are maintaining the highest standards and best practices regarding privacy. All data collected is de-identified and disseminated in the aggregate. This aggregated data is also stored in a data lake on Microsoft Azure, among the most secure cloud platforms available today.

We have assembled this playbook to serve as a guide for your team's return to the workplace. The top priority for RXR is the safety and well-being of our customers and staff. This priority is what has guided the development of the RxWell™ program. In addition to this playbook, in the coming weeks you will receive a series of updates as the RxWell™ program evolves.

If at any point you have any questions or concerns, please do not hesitate to contact the property management office.

Thank you again and welcome back to your office.

Sincerely,

**Scott Rechler**  
Chairman and CEO





# Inside >>

CLICK A HEADLINE TO SKIP TO PAGE

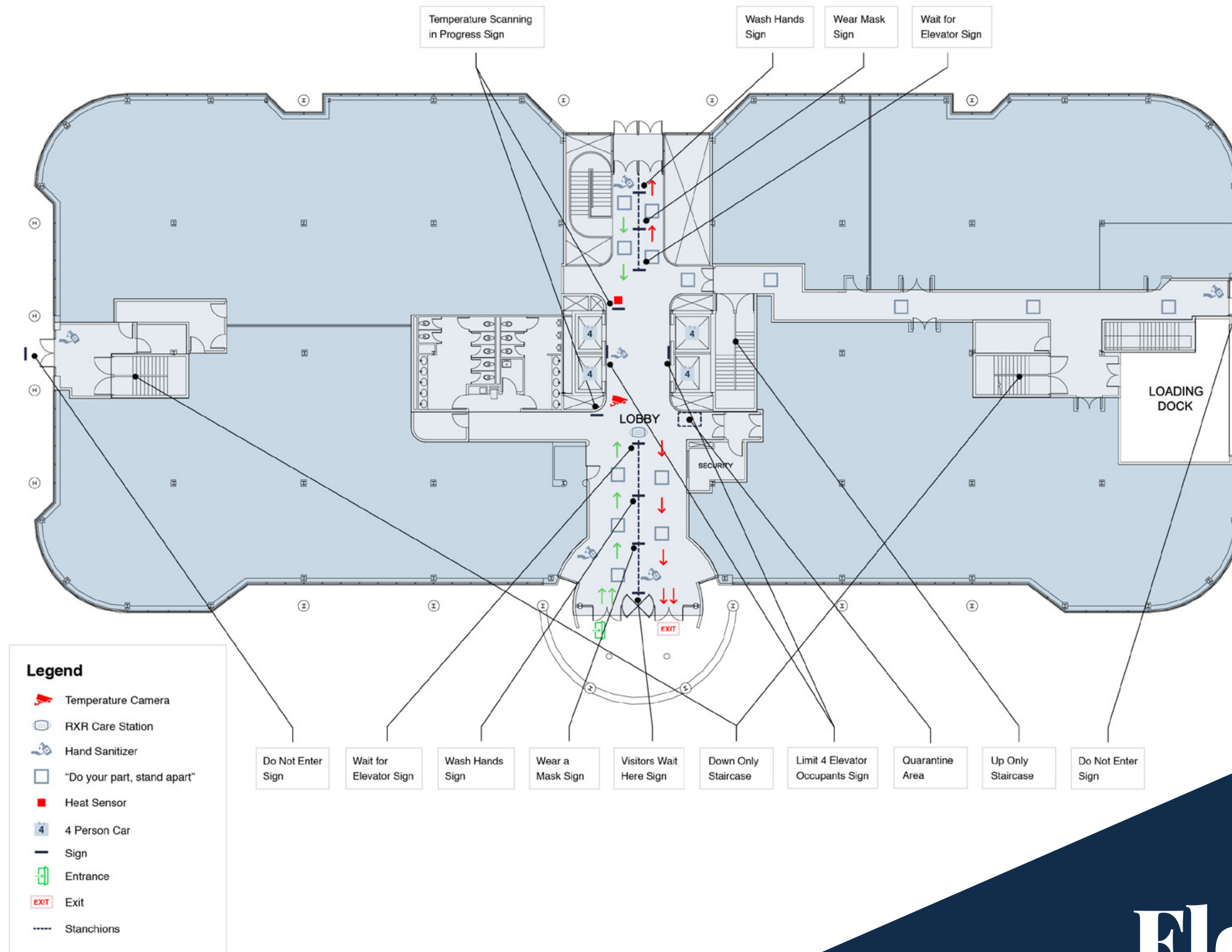
Floor Plans	08
Building   Operational Enhancements	14
Tenant Responsibilities	18
RxWell App	28
Policies	
>> Lobby Experience	
>> Vertical Transportation	
>> Cleaning	
>> Amenities & Common Area	
>> Loading Docks & Delivery Policies	
Design Optimization	62
Closing letter	66

Say hi  
to the new  
abnormal





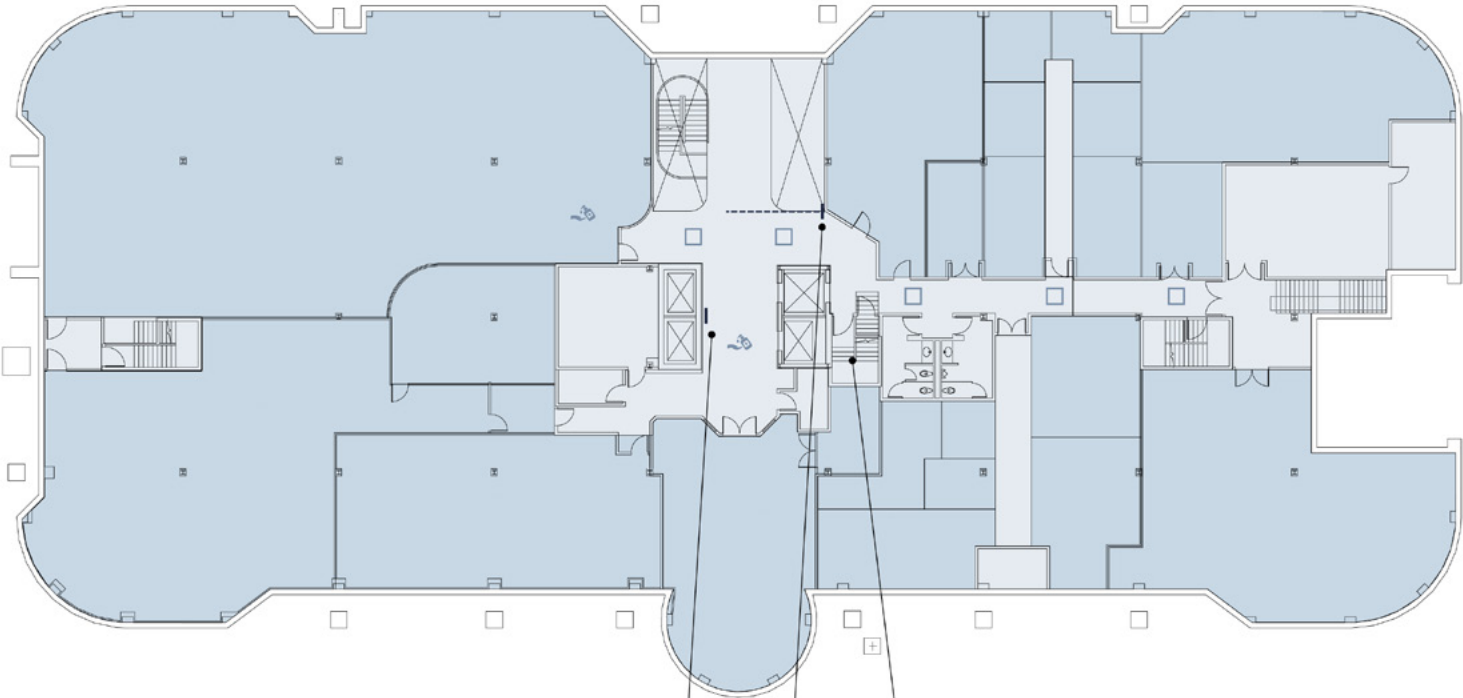
# Floor 1



48 SOUTH SERVICE ROAD

# Floorplans

# Lower Level



Limit 4 Elevator  
Occupants Sign

Wait Here  
Sign

Up Only  
Staircase

Legend

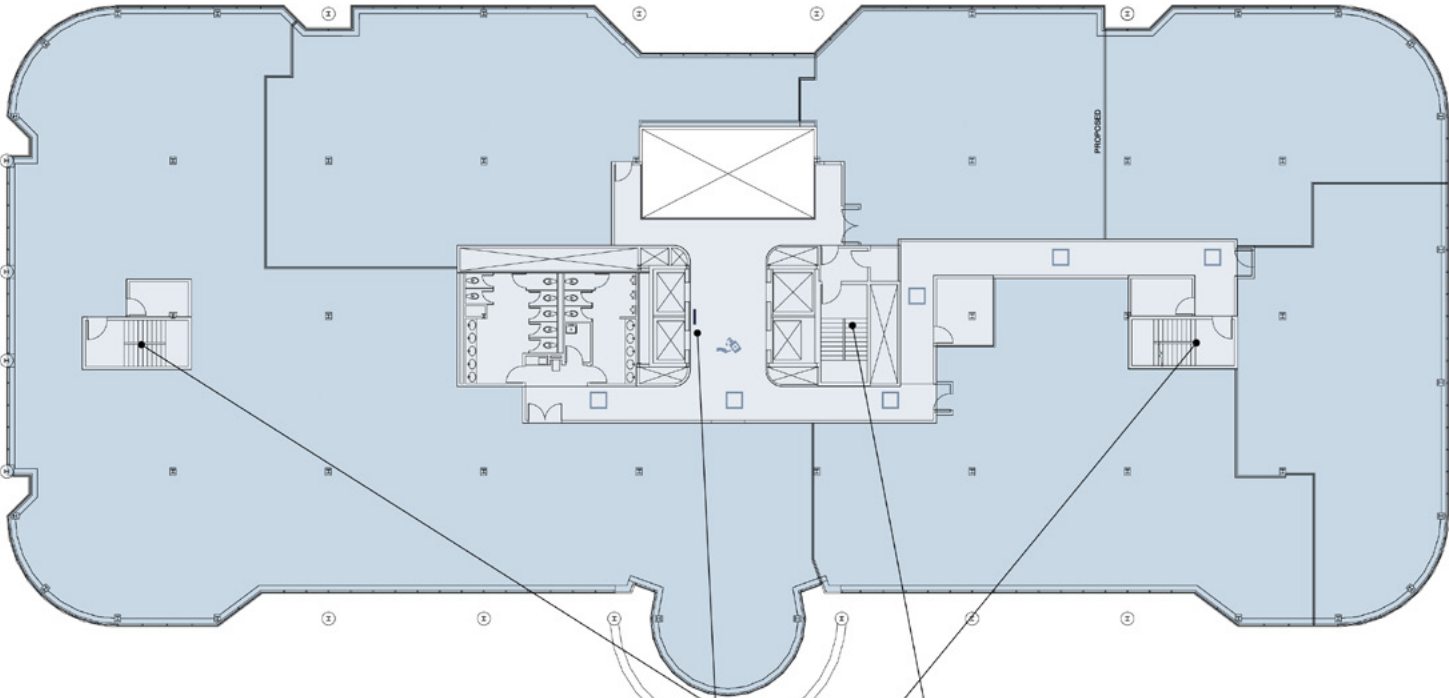
Hand Sanitizer

"Do your part, stand apart"

Sign

Stanchions

# Floor 2



Limit 4 Elevator  
Occupants Sign

Down Only  
Staircase

Up Only  
Staircase

Legend

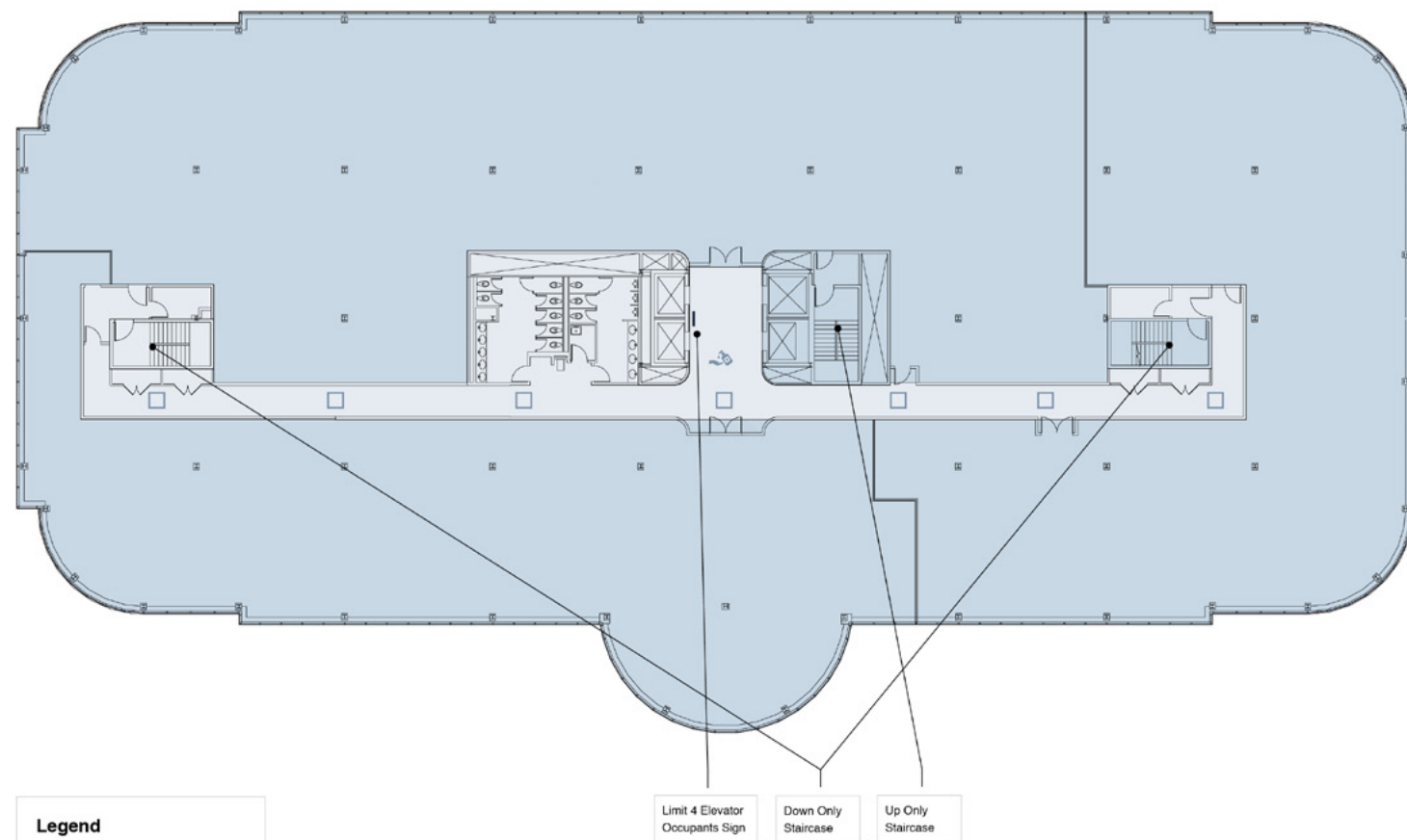
Hand Sanitizer

"Do your part, stand apart"

Sign



# Floor 3



**Legend**

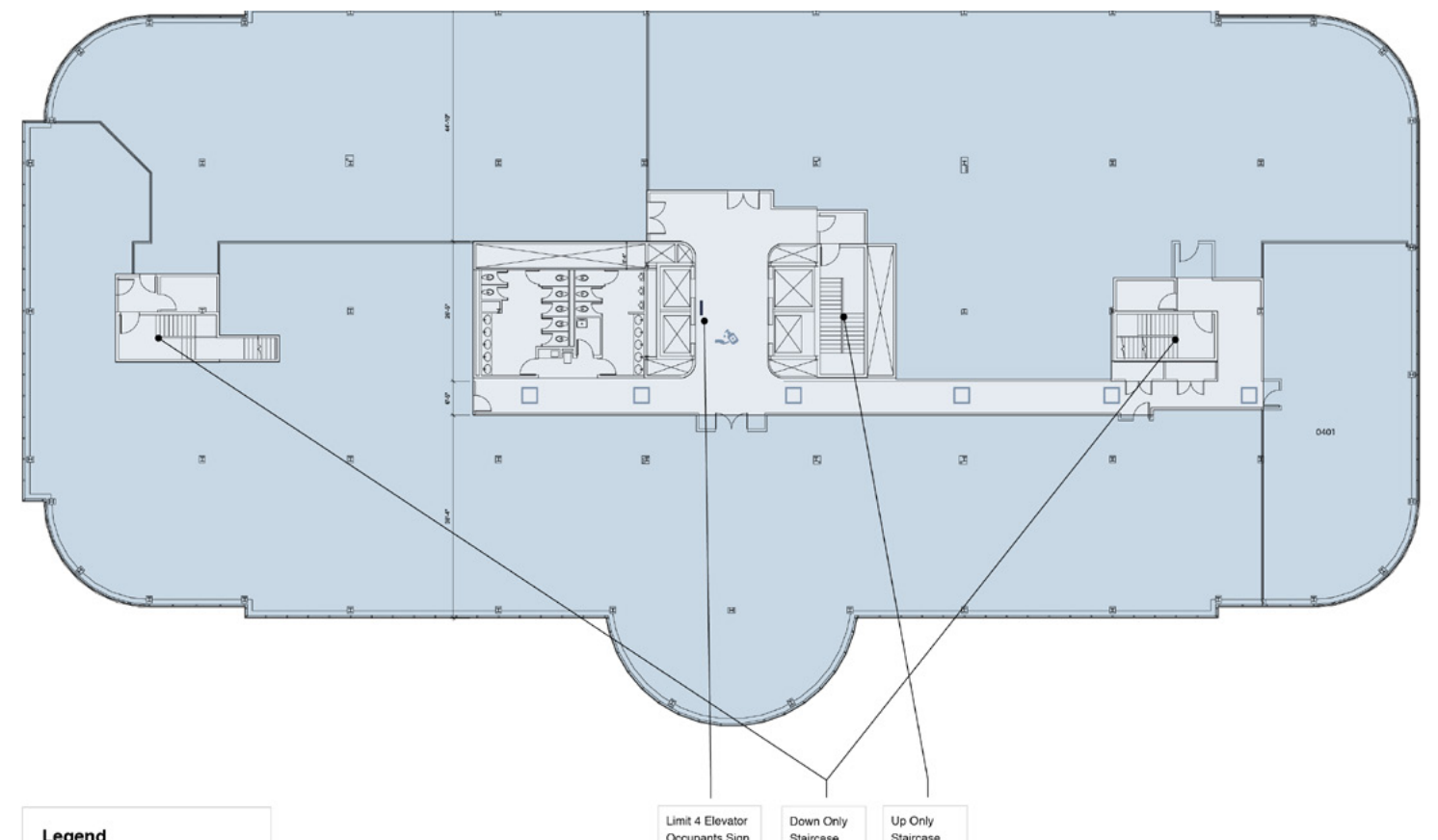
- Hand Sanitizer
- "Do your part, stand apart"
- Sign

Limit 4 Elevator  
Occupants Sign

Down Only  
Staircase

Up Only  
Staircase

# Floor 4



**Legend**

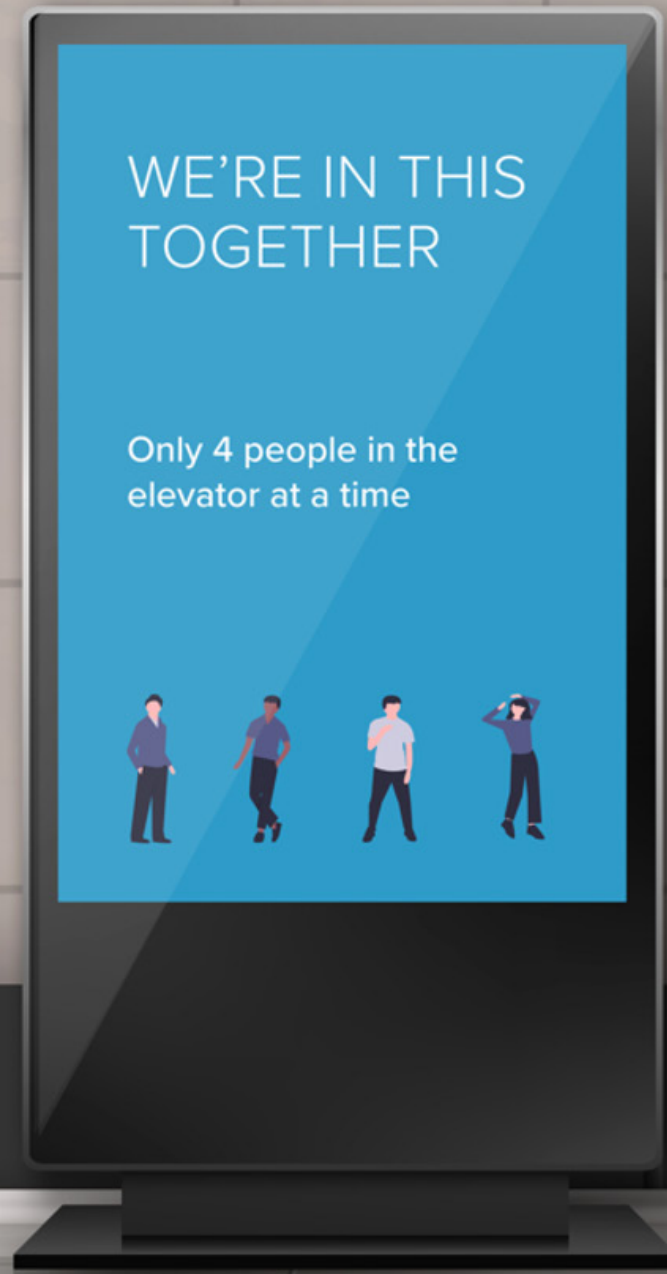
- Hand Sanitizer
- "Do your part, stand apart"
- Sign

Limit 4 Elevator  
Occupants Sign

Down Only  
Staircase

Up Only  
Staircase

# Building | Operational Enhancements



**Open For Business, But  
Not Business As Usual**



RXR is working hard to provide a protected environment for all our occupants. In this regard we have made certain upgrades to our operating procedures that will be implemented for our “Day 1” occupancy plans.



**Occupancy Sensors**

Our lobbies will be equipped with occupancy sensors and people counters. This data point will be incorporated into the building’s wellness index and available, in real time, on the RxWell App. By tracking our occupancy at each building RXR will be able to advise our Tenants when we are approaching or exceeding any government mandated restrictions on the amount of people we can have in our buildings at one time.

**Indoor Air Quality (IAQ) Monitors**

Each building will be equipped with cutting edge technology that continuously monitors the indoor air quality. We are collecting data regarding humidity levels, dust, carbon monoxide, VOC’s, and particulate matter levels. This information will feed into our building wellness index, available on the RxWell App. By monitoring these levels, our engineering teams can identify and address negative IAQ trends before they become issues.

**Thermal Scanners**

RXR has invested in thermal scanning equipment designed for high volume traffic and minimal disruption to our building entry points. These noninvasive machines will capture anonymous data regarding our occupant’s surface temperatures and the information will be a factor in our overall building wellness index and access to the building.

**Filtration**

Our building engineers have ordered and are installing MERV-13 filters (or higher) in our buildings, where possible. The intent is to provide a higher level of filtration to our air supply.

**Humidity**

The engineering teams are raising the humidity set points across the portfolio to help suppress virus transmission. A 40-60% humidity level, in coordination with adjustments to our cooling set points will provide a comfortable environment with an added level of protection for the air, as per industry guidelines.

**Outside Air**

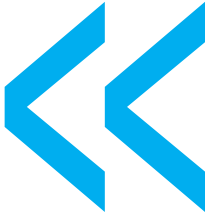
Perhaps the most important step in improving air quality is to increase the supply of outside air to our systems. The buildings that are technically capable of automating this procedure have been reprogramed to adjust the levels of fresh air and for our other properties our teams will implement fresh air purges to ensure proper circulation.

**Legionella Disease**

Commercial office buildings are not designed to operate at the low occupancy we’ve experienced over the past three months. To eliminate Legionella our engineering teams are treating all cooling towers with the appropriate chemicals and purging hot water systems throughout the buildings to minimize this concern.

**Bathroom Air**

We are increasing the exhaust fan speeds in our bathrooms to circulate larger volumes of air.



# Tenant Responsibilities



RXR is committed to providing our occupants a protected environment as we welcome you back to our buildings. This policy provides details on the requirements we put in place for our occupants along with guidelines and best practice recommendations for employers as you finalize your specific plans for getting your employees safely back to the office. Above all, and before we get into the requirements, we ask for your patience as we are all figuring this out together. We need to be mindful of everyone's wellbeing and respectful to the varying levels of protection and space that each person requires to feel comfortable. The RXR team is here to help.

## Requirements:



### Face Coverings

RXR will require all occupants to wear face coverings upon entering the building and while they travel through our common areas. This includes but is not limited to the elevators, stairways, bathrooms, and amenities.

- RXR will have a supply of face coverings available at our CARE stations in the event that a person arriving at the building does not have one. Additionally, gloves will be made available upon request.
- Training of proper use of personal protection equipment can be provided by our RXOs and security officers for those that need it.



### Social Distancing

The lobbies, elevators, stairwells, and common areas will have clear signage and graphics to help enforce social distancing practices. There will also be additional staff in our lobbies to help remind our occupants and visitors when they might be violating social distancing guidelines. It's important that our Tenants do their part to help us maintain safe distances as we reoccupy the buildings.



### Thermal Scanners

Temperature scanners will be placed at each entrance to the building. All persons arriving at the building are required to pass through this non-invasive, no touch system. We will be gathering anonymous data as part of our overall building wellness index, which will be available in real time on the RxWell App.



### RxWell App

RXR is asking all occupants to download and reregister themselves through this app. This amenity is designed to create clear communication channels with our Tenants and it includes real time information about the building in which you work. There are many other features that are detailed in the RxWell section of this handbook and as additional features are rolled-out, we'll be sure to communicate them accordingly.





## Employee Return to Work Schedules

In order to assist our Tenants with their requirement to comply with the occupancy guidelines mandated by the State, RXR has installed occupancy counters in our buildings that will help monitor the population, in real time, through the RxWell App. In order to comply with the State requirements, we encourage Tenants to implement and maintain split shifts with staggered hours to reduce the number of people in the workplace at one time and which will also have the benefit of reducing congestion in our lobbies and common areas during typical peak times. Please coordinate the details of your plans with the property management office.



### An example of this schedule is:

Prior to 7:30 am – open access

Group A arrives from 7:30 to 8:00 am

Group B – 8:00 to 8:30 am

Group C – 8:30 to 9:00 am

Group D – 9:00 to 9:30 am;

9:30 am to 11:30 am, open access

### Explore the same approach during lunch (noon – 2 pm)

In the afternoons prior to 4:00 pm would be open access

Group A – 4:00 to 4:30 pm

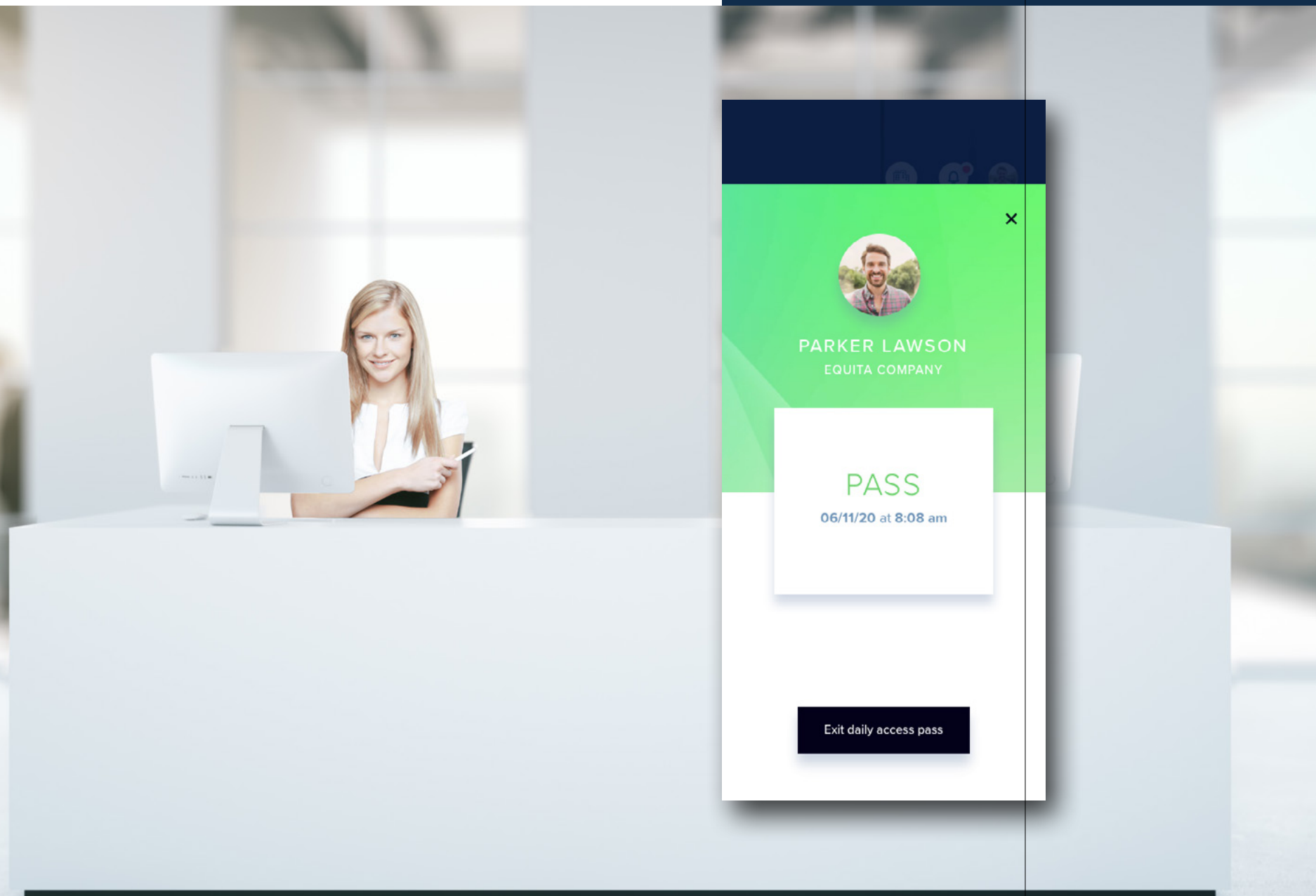
Group B – 4:30 to 5:00 pm

Group C – 5:00 to 5:30 pm

Group D – 5:30 to 6:00 pm

After 6:00 pm, open access

NOTE: The RxWell App has a feature designed to help our Tenants monitor that such schedules are being followed. Training of the app will be provided.



## Cleaning

For the benefit of our cleaning staff and to help ensure the most effective cleaning and disinfecting of your workspace, RXR has implemented a CLEAR DESK policy. Desks need to be cleared each night of all papers, files, and miscellaneous equipment not including a keyboard, mouse, or phone. If the desk is not clear, the cleaning staff will be unable to clean such area.



## Visitors

Tenants must pre-register their visitors in Angus or via the RxWell App in advance of their arrival. RXR encourages Tenants to limit guest arrival to 10am – 2pm during the week in order to reduce the number of occupants in the lobby and to support the social distancing guidelines.

**Tenants are responsible for ensuring their occupants follow all recommended building measures given by RXR.**

- If an occupant has questions about the recommended measures, they should contact the building management office.
- Occupants are expected to comply with all Federal, New York State, and New York City mandates.
- A webinar will be made available to all Tenants for further training on information about these policies. RXR request employers to encourage their employees to view the same.



BEST PRACTICES AND GUIDELINES FOR PROVIDING

# A Protected Workspace

- Space planning solutions, consistent with recommended guidelines, can be used to reduce transmission of contagious diseases among colleagues at work through social distancing and the use of proper PPE. Solutions may differ depending on how many people are expected to return to the workplace versus how many continue to work from home. RXR has developed a design optimization program which is available to all our Tenants. Additional information about this program can be found [here](#).
- Try to establish 6-foot clearances between workers whenever possible.
- Install signage and graphics to reinforce your company policies.
- Remove chairs if necessary to keep 6' spacing from conference rooms to limit the amount of people in the room.
- Consider installing panels between desks/workstations if you cannot physical separate people in a work area.
- Decommission and repurpose large gathering spaces.
- Consider adding desks to spaces previously used for group activities (convert training/meeting rooms, café areas, etc. into work areas).
- Reduce capacity of spaces—e.g., remove some chairs from large meeting rooms.
- Prohibit shared use of small rooms by groups and convert to single-occupant use.
- Affix doors in an open position to minimize contact with door hardware among staff.
- Create one-way path of travel in the office and limit numbers of occupants in all common areas.
- Create touchless access to pantries and other high traffic areas.
- Encourage employees to bring food from home to reduce traffic in the lobbies' elevators.
- Change HVAC filters in supplemental units – please contact your facilities manager or property management office for further assistance.





### Health Monitoring

In addition to the lobby access policies that RXR has put in place, below is some additional guidance from the CDC and the NYC Department of Health.

- Occupants with symptoms of COVID-19 such as fever, cough, and shortness of breath are recommended to stay home until they meet ALL THREE of these conditions as outlined by the CDC and NYC Department of Health:
  - » Occupant has not had a fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)
  - » Other symptoms have improved (for example, cough or shortness of breath have improved)
  - » At least 7 days have passed since symptoms first appeared
- Occupants should follow basic hygiene practices including hand washing after entering the building or the use of hand sanitizer with 60% alcohol content.
- Occupants are always required to wear face coverings while in public as per New York State Mandate and CDC guidelines.
- Tenants will be responsible for their occupants adhering to the recommendations above.
- Tenants and their occupants are expected to adhere to all governmental mandates.
- If an occupant is diagnosed with COVID-19 or has been in contact with a diagnosed person, we request the Tenant inform the property management office immediately without providing the identity of the individual, arrange for a deep cleaning, send “exposed” staff home, and the Landlord will document, communicate, and track accordingly.

### Supplies

The RXR property management office can assist Tenants in procuring additional supplies for your space.

- » Temporarily increase quantity of daily paper cups and lids - try to avoid using reusable plates, glasses and silverware.
- » Consider purchasing touchless trash cans for commonly used areas.
- » Secure a sufficient stock of hand sanitizer and/or antibacterial soap to be placed at all areas commonly used by staff.
- » Affix signs reminding staff to wash hands frequently.
- » Provide adequate supply of hand soap, alcohol-based hand sanitizer and disinfecting wipes containing at least 60% alcohol, disinfectants, and disposable towels for employees to clean their hands and work surface in all workspaces, cafeterias, break rooms, elevator lobbies, high traffic areas and other common areas.
- » Secure a sufficient stock of PPE for staff – especially gloves and surgical masks.





### Legionella

Stagnant or standing water in a plumbing system can increase the risk for growth and spread of Legionella and other biofilm-associated bacteria. RXR is performing a hot water “flush” of the base building domestic water systems but please be reminded that Tenants are responsible for the equipment in their space. These items include but are not limited to water fountains/coolers, coffee makers, ice makers, and refrigerator lines. We suggest reaching out to your vendors or referring to any manufacturing guidelines on how to properly clean this type of equipment.



### Deliveries

Tenants may want to create a centralized package area in their space to receive all packages and deliveries. Items can be held in this area for a certain waiting period or for disinfecting before being distributed into the office.



# RxWell App

BUILDING  
USER APP

BUILDING  
GUIDE

BUILDING ACCESS  
QUESTIONNAIRE

COMPLIANCE AND  
REPORTING

ROTATION  
MANAGEMENT

CLEANING  
SERVICES

RXO  
CONTACT

FLEX  
SPACE

RXR  
VOLUNTEER

BUILDING  
WELLNESS INDEX





## Overview

RXR's RxWell App is a one-stop resource for critical news, building wellness data, workforce management tools, on-demand services, and community services. It is available for download on iOS, Android, and desktop and is designed with a privacy first approach; all data is stripped of identifying features and cannot be tied to an individual.

The RxWell App is a cornerstone product that ties directly with RXR's vision to combine unique physical and digital offerings to deliver a next-generation workplace experience that is safer, healthier, more collaborative, and more productive. Each of its features, detailed below, ensures safety, elevates occupant experience, and unlocks actionable insights.

## Onboarding Onto RxWell App

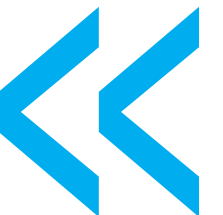
RXR will grant Tenant contacts access to the RxWell App. Upon downloading the app and registering themselves, Tenant contacts will have the opportunity to enroll in a webinar to learn how to use the app, including how to invite and manage their employees. Then, Tenant contacts will invite their employees via bulk upload, or via a link where employees can sign up themselves. Tenant contacts will also have special permissions, including access to setting workforce rotations to stagger start times and an occupier compliance dashboard that tracks occupant density and social distancing behavior.

Once employees receive an invitation, they can download the RxWell App and register for an account. Only employees with whitelisted email domains affiliated with an existing RXR Tenant will be granted access, given the building-specific information that is shared in-app.

## Key Features

**News and Announcements:** Critical news and notifications about building safety and operations.

- **RxWell:** Suite of health and wellness offerings to ensure safety in the workplace.
- **Building Wellness Index:** real-time view of building environmental conditions distilled into four data-driven ratings (Green, Blue, Yellow, Red); data sources include BMS, occupancy and density sensors, Tenant-reported illness tracking, and temperature screening.
- **Building Access Questionnaire:** building access questionnaire to ensure building occupants and visitors meet baseline access standards (e.g., do not have certain symptoms or recent travel history).
- **Cleaning services:** on demand elective cleaning (all chargeable services require Tenant authorization), and real-time cleaning tracking for visibility on when an area was last cleaned.





A close-up photograph of a laptop keyboard on a wooden desk. To the right of the keyboard, a calendar is visible, showing days of the week and some handwritten notes. The background is a rustic wooden surface.

**RXO contact form: reach out to an RXO for answers to questions, guidance on COVID-19 best practices, and local tips.**

## **Full RxWell App Features List:**

**RxWell: suite of health and wellness offerings to promote safety in the workplace.**

- » Illness absentee reporting: Tenants are encourage to report confirmed COVID-19 cases without identifying the affected individual.
- » Rotation management: workforce rotation scheduling to stagger team start/end times and manage density during peak commute times.
- » Compliance and reporting: occupier dashboard to monitor employee compliance to social distancing, face coverings, and occupancy guidelines.

**Building: access features and services related to your office space.**

- » Visitor registration: digital visitor registration to keep a log of visitors and maintain visitor compliance to building guidelines.
- » Building guide: building guide with updated COVID-19 regulations, best practices, and operational policies.
- » Tenant policies: Tenant-specific policies for their employees.
- » Flex space: on-demand flex space to accommodate employee overflow, increase convenience, and reduce friction during “return to work” process.
- » Food and beverage ordering and delivery management: on-demand food and beverage ordering with contactless pickup and adaptive queuing to reduce mealtime foot traffic.

**Community: engage with your local community through social impact opportunities, supporting local businesses, and participating in events.**

- » Events: virtual and physical events to build community.
- » Local businesses and perks: retail directory and discovery platform for local businesses, with exclusive discounts and perks.
- » RXR Volunteer: volunteer marketplace that matches individuals with relevant social impact opportunities in the community.





# Policies >>



**Lobby  
Experience**



**Vertical  
Transportation**



**Cleaning  
Procedures**



**Amenities &  
Common Areas**



**Loading Dock &  
Delivery Policies**





## Lobby Experience

RXR's commitment to ensuring the re-population of its office buildings with regards to occupant health, safety and wellbeing is of the utmost importance. This policy provides guidelines and recommendations for building entries and guest reception. There will be changes to what our Tenants and guests are accustomed to, but our goal is to manage expectations and prepare our occupants for the “[new abnormal](#).”

### What to Expect (All Occupants)

#### Access Points

Each building has prepared detailed floor plans which are included in this handbook. Changes to access points are highlighted for entry or exit only doors to manage traffic patterns. When possible, lobby swing doors will be kept open for a touch free entry to our buildings.

#### Visual Cues

Customized signage and floor graphics will be posted to guide all Tenants and guests from the building entry to the security desk, escalators, elevators, and stairs to help promote recommended social distancing. Building policies, best practices, and general guidance will be visible along the path of travel from entry to exit throughout the building.

#### Temperature Scanning

RXR has installed non-invasive, high occupancy temperature scanners which all lobby occupants are required to pass through. The cameras take body surface temperature readings while occupants walk through the designated areas. This anonymous data is being captured as part of an overall building wellness index that is available in the RxWell App. If an occupant registers an elevated temperature they will be asked to move to a privacy area. In this discrete area a qualified lobby attendant will take a second temperature reading using a medical grade, no-touch hand-held infrared digital thermometer. Occupants that have confirmed elevated temperatures above 100.4 (f) will not be allowed access into the building. This process will be kept anonymous and it is the responsibility of the occupant to notify the appropriate parties.



**Building Staff**

We are pleased to introduce the RXO (RXR experience officer) to our team. The RXO is a customer solutions expert that will be available in our lobbies to help answer questions, offer support and guidance, and to help facilitate traffic flow in our lobbies. RXR has also added additional porters for increased cleaning and security officers to help our occupants adhere to social distancing and lobby policies. The RXO will also serve as the primary wellness concierge in the building. RXR recognizes the value in training so while you have been away our teams completed the Ritz Carlton Memorable Customer Service Program. The skills they learned are designed to foster a five star experience, even in the current COVID-19 environment.

**Personal Protection Equipment (PPE)**

Face coverings are required in all common areas including the lobbies, stairwells, elevators, amenity centers, and bathrooms. Access to these areas will not be permitted without the proper PPE.

**RXR Care Stations**

Free face coverings, gloves, hand sanitizer, and waste receptacles will be made available in every RXR building lobby. Adhering to our PPE requirements is essential to maintaining a protected environment so we are providing these supplies to anyone that needs them for access into our buildings.

**Visitor Experience**

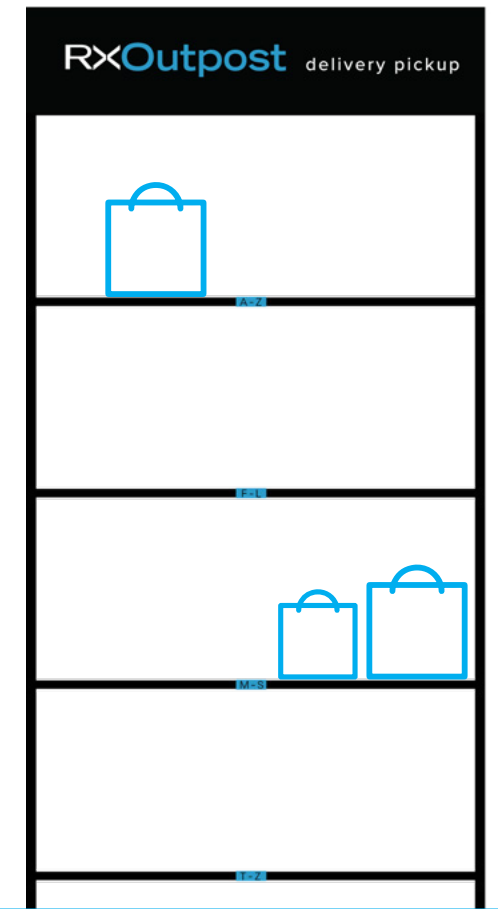
- » RXR strongly discourages Tenants allowing visitors during this initial reoccupancy period of the building.
- » Tenants who must accept visitors are strongly encouraged to limit visitor access to the hours of 10am – 2pm, during regular business days. Any changes to the recommended hours will be communicated via Angus and the RxWell App.
- » All visitors must be pre-registered in Angus or via the RxWell App. RXR will not be processing unexpected visitors at the lobby security desks (location dependent).
- » In efforts to move to a touchless system all pre-registered visitors will receive a QR code on their phones which can be used at either our turnstiles or kiosks. Alternative arrangements will be made for visitors that do not have a smart phone.
- » Once a visitor completes the same health screening questionnaire, their credentials are issued and they pass through the temperature screening stations, after which access is provided.

**Tenant Experience**

- » Tenants and their employees will be asked to complete a daily building entrance questionnaire as part of our screening policy. One of the many features of the RxWell App will be the ability to answer these questions in advance of your lobby arrival for an expedited lobby check in process. The results of the survey are anonymously tied to the person’s building access credentials to maintain privacy. For occupants that do not have the app or an appropriate smart phone, our lobby personnel will help them to verbally complete the questionnaire before access is permitted. Please note this option will slow down your access to the building and we strongly encourage our occupants to download the app for ease of access along with many other benefits and features.
- » After a Tenant answers the survey and passes through the temperature station, they will be guided to either a stairway, escalator, or elevator line to gain access to their space.
- » RXOs and security officers will be available to help answer any questions you may have.



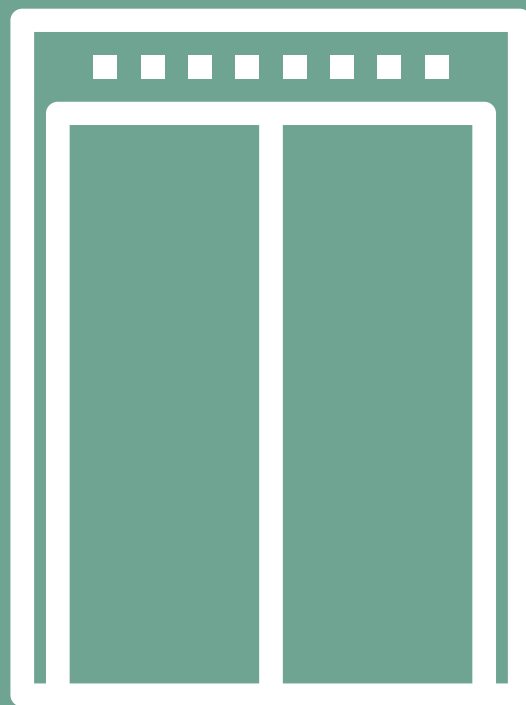




**Food Deliveries**

» RXR is working to partner with multiple food vendors to streamline the delivery process to the building. By utilizing the RxWell App our occupants may qualify for certain discounts and promotions when and where available. More importantly, the coordination of the food delivery drop off has been simplified and there will be a food shelf in our lobbies branded, RXOutpost.

- » When your delivery arrives you will get a confirmation message to come down to the RXOutpost. The RXOutpost is designed to reduce the touchpoints associated with receiving an order and it will help limit delivery traffic in our freight cars. The RXOutposts will be sanitized throughout the day and monitored by our lobby personnel creating a cleaner, faster, and more accurate food delivery option for our occupants.
- » RXR is also working on additional partnerships to offer our Tenants more food options and delivery methods in the very near future. Please check the RxWell App for updates!



## Vertical Transportation

RXR understands that the return to the office requires an effective elevator strategy. The methods outlined here will ensure the best possible outcome for Tenant health, safety and vertical travel time within the building. While stairwell usage is an option, please note the designated directional stairway usage (“up only”, “down only”) is only applicable during NON-Emergency situations. During emergencies, all stairways, to the extent they are safe for travel, will be available for use in all directions as instructed by applicable fire safety instructions and guidelines.

The following Q&A and policies standards will help our occupants understand how we are handling this critical piece of accessing your premises as safely as possible:

Will RXR limit the amount of people in an elevator at one time?

**YES.** *RXR will permit 2-6 people per trip at one time based on the size of the car. Signage will be posted in all elevator lobbies clearly indicating the maximum capacity allowed. There will be floor markings in the cars to indicate where people should stand to maintain safe distances.*

With that many people in a car, how can we maintain social distancing?

*While 6 feet of separation is generally recommended the CDC has advised that the use of face coverings help reduce COVID-19 transmission in environments where such social distancing recommendations are not possible. Therefore, in order to keep everyone as safe as reasonably possible we will mandate the use of face coverings in our elevators at all times.*

What if I don't have face coverings. Can I still go in the elevators or stairs?

**NO.** *Face coverings are mandatory and they are available at the RXR care stations in all of our lobbies if someone does not have the proper personal protection equipment (PPE). Gloves and hand sanitizer are also available at the care stations, free of charge.*



With a limited amount of people in a car, will there be longer lines to get an elevator?

**YES.** *We anticipate that as the building occupancy increases there will be longer wait times for elevators. As indicated on the detailed floor plans, queuing lines have been created to manage the traffic flow while maintaining social distancing. Adherence to staggered start/end times will help alleviate some of the potential delays.*

If I don't want to wait on a line, can I use the fire stairs?

**YES.** *In a non-emergency situation, we will allow the use of our fire stairs to gain access to Tenant floors. Fire doors must remain closed at all times so if your employer approves of this access point, they will need to coordinate with the property management office regarding how to unlock the doors. In the event of an emergency, all staircases (provided such staircases are safe for travel) may be used to exit the building.*

Once I'm in an elevator, how can I press the button for my floor if someone is standing in my way?

*In buildings that do not have destination dispatch technology, RXR asks that the last person that gets into the elevator press the buttons for everyone in the car. This will limit the amount of people that are touching the buttons. If you are one of the first two people that gets into the car, please stand in the back of the car to allow the remainder of the passengers to get on. RXR has also arranged for additional cleaning of the elevators and the car buttons will be cleaned throughout the day.*

How will our guests or employees that have not read this policy know the rules?

*Additional signage will be posted in our lobbies and floors throughout the building informing everyone of these rules as they are extremely important in maintaining a protected environment.*

I'm a fast walker, what if there is someone slow in front of me in the stairways or on an escalator?

*Slow down. On escalators we ask that you stand three steps apart and do not pass people on this short trip. The handrails will get additional cleaning throughout the day and hand sanitizer stations will be visible when you reach the end of your trip. In the stairways we request that you do not pass people. If someone is slow in front of you, please ask them to step aside once they have safely reached a landing area. Maintain at least a three-step distance at all other times.*





## Cleaning Procedures

RXR understands that there is a much larger focus on cleaning in our current environment and we have been working with our cleaning partners to ensure our buildings and occupants will continue to get top level service. Specifically, RXR will provide base building cleaning services to all Tenants according to the lease specifications and we've made enhancements to the cleaning protocols for building common areas including maintaining additional staff and increasing cleaning frequencies of high touch points throughout the building. These include, but are not limited to; lobby doors, turnstiles, bathrooms, elevator call buttons (inside and outside of the cabs), multi-tenant floor restrooms, amenity areas, the loading dock and our freight cars.

If cleaning is a lease obligation, the landlord and its cleaning partner will follow the procedure outlined below. At a minimum, disinfection will occur throughout the day for surfaces, and where possible, cleaning will occur after high traffic times for frequently touched surfaces (i.e. doorknobs, handles, elevator buttons, security desks).

### Common Areas

- Includes surfaces of high contact such as but not limited to: doorknobs, lobby doors & door handles, elevator lobby buttons, elevator car buttons, and security desks. These surfaces will be disinfected on a constant basis during regular business hours.
- Additional staff is being implemented to help with such enhanced cleaning.
- All staff will be wearing disposable gloves when cleaning and disinfecting surfaces. Gloves will be discarded after each cleaning. Where reusable gloves are used, those gloves will be dedicated for cleaning and disinfection of surfaces for COVID-19 and will not be used for other purposes. All employees will clean their hands immediately after gloves are removed.
- Where surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.





Restrooms

- Tenants are reminded to practice good hygiene in the restroom inclusive of hand washing for 20 seconds.
- Tenants are reminded not to overcrowd a restroom.
- Face covering must always be worn when using restrooms.
- Cleaners will be disinfecting common area restrooms on an increased frequency.
- Exhaust fan speeds have been increased to provide better air flow.

Tenant Spaces

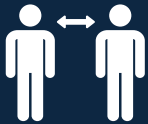
- In efforts to stagger the shifts for our nighttime cleaners, the property management office will coordinate with Tenants that are willing to have nighttime cleaning performed in the afternoon as opposed to after normal business hours.
- RXR is implementing a clear desk policy for all our Tenants. Tenants should clear all items off their desks each night to enable the cleaners to effectively wipe down each surface. The only items that should be left on a desk are keyboards, mice, and phones. If the desk is not clear, the cleaner will not be able to clean the desk.
- High touch surfaces such as but not included to doorknobs, lobby doors & door handles; front desks, computer mice, computer keyboards, desk telephones, etc. will be wiped down nightly.
- Additional cleaning services can be requested though Angus or through the RxWell App. All requests for billable services must be approved by an authorized facility contact.
- Additional services include but are not limited too deep cleaning, electrostatic spraying, additional desk or area wipe downs, pantry cleanings, glass partition cleaning, etc.
- Tenants should contact the landlord or their cleaning vendor If they wish to engage in an increase of elective services within their space.
- In the event of a confirmed case of Covid-19, the tenant should immediately contact the property management office to arrange for enhanced cleaning of the space in line with current CDC recommendations.

Prevent touching surfaces where possible, such as:

- Conference room phone dial pads
- In store payment devices
- Pushing lightweight doors
- Light switches
- Elevators
- ATMs



Clean Your hands often



Avoid Close Contact



Wear Face Masks In Public



Clean/Disinfect High-Touch Areas





## Random Sampling

- RXR has established a system to conduct random sampling for the presence of COVID-19 on surfaces throughout our common areas. A third-party environmental specialist will periodically take swab samples of random surfaces in our buildings and send them to a lab for testing. If COVID-19 is detected RXR will be able to implement additional cleaning of the affected areas, notify our Tenants, and update the overall building wellness score in the RxWell App.
- Tenants will be able to “opt-in” for this service and tests can be randomly taken in your premises. There will be an additional charge for this service but it will only be billed when samples are taken. Please contact the property management office for more details.

## Loading Docks

**Daily disinfection of the loading dock will take place including:**

- High contact surfaces (doorknobs, door handles, security buttons, freight elevator buttons, etc.).
- Security desks.
- Hallways to package delivery rooms.
- Unloading areas for equipment or packages.

## Supplies

- All of our cleaning supplies conform to CDC recommendations in regard to treating COVID-19.
- Additional supplies for Tenant use can be arranged through the property management office. This includes PPE, hand sanitizer (where available) disinfectant wipes, and other supplies.
- RXR has conducted a complete review of our on-site inventory of cleaning chemicals, materials and consumables to ensure inventory levels are aligned with forecasted building occupancy.
- RXR has well established supply lines to help ensure we remain fully stocked for our cleaning efforts.
- Safety data sheets (MSDS) are available for all chemicals we are using and requirements for safe use are being followed.





## Amenities & Common Areas

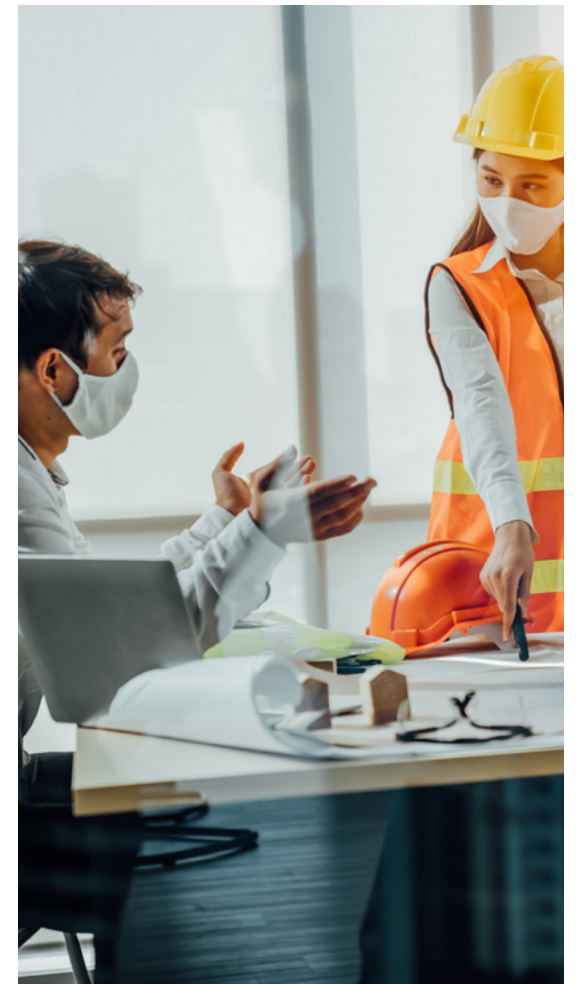
RXR is proud to offer our Tenants various amenities throughout our portfolio and we will reopen them when it is safe to do so. Maintaining proper cleaning, and practicing social distancing are key to safely moving through common areas and for using amenity spaces.

### General Policies

- RXR has installed hand sanitizer stations in elevator lobbies and other building common areas and we mandate strict adherence to social distancing guidelines where applicable.
- Wayfinding signage will be deployed in all common areas to direct foot traffic and ensure social distancing.
- All lobby furniture will be removed to promote social distancing.
- RXR will provide waste receptacles for discarded PPE.
- Enhance cleaning schedules are in place for all high touch point areas.

### Conference Facilities

- Furniture will be modified so occupants can practice social distancing.
- Bookings can resume with a reduced number of occupants as per governmental guidelines.
- After each usage, the entire space will be cleaned in accordance with CDC recommendations.
- Tenants will be required to wear face coverings while using our conference facilities





The background image shows a modern gym interior. In the foreground, there is a rack of dumbbells. In the background, a person is working out on a machine, and other gym equipment is visible. A blue semi-transparent overlay covers the left side of the image, containing text.

## **Fitness Facilities**

- Our fitness facilities remain closed at this time and will re-open when permitted and when we believe it is safe and prudent to do so.
- In most circumstances, face coverings will be required.
- Additional hand sanitizers will be installed.
- Additional disinfecting wipes will be installed.
- RXR is prepared to limit the amount of people in a facility at the same time to promote social distancing and further signage and direction will be provided.

## **Food Services Amenities**

- Acrylic dividers will be installed between the user and the provider.
- More prepackaged food items will be offered.
- Queuing areas will be clearly marked with signage.
- RXR will enforce the requirement to wear face coverings at all times.
- We have removed certain furniture to promote social distancing.





## Loading Dock & Delivery Policies

This policy provides required guidelines and recommendations for building entries within the Loading Dock area including but not limited to contractors, messengers, building staff, bicycle riders, and all deliveries.

### What to Expect (All Visitors & Staff)

Signage will be clearly posted at each entrance/queue line regarding requirement for loading dock entrants to wear face coverings while inside all common building areas.

Security Officers (S/O's) will provide face coverings, subject to supply, to entrants that do not arrive with the proper personal protection equipment (PPE) when possible. If a face covering is not available and the entrant does not have their own, access will be denied.

Additional signage will be viewable from queue lines regarding routing instructions, safety, social distancing, proper hand washing/hygiene, and required temperature screening processes for access.

RXR will utilize all the available space in the loading dock to maintain social distancing within queue lines and there will be floor graphics installed as a visual reminder on where to stand.

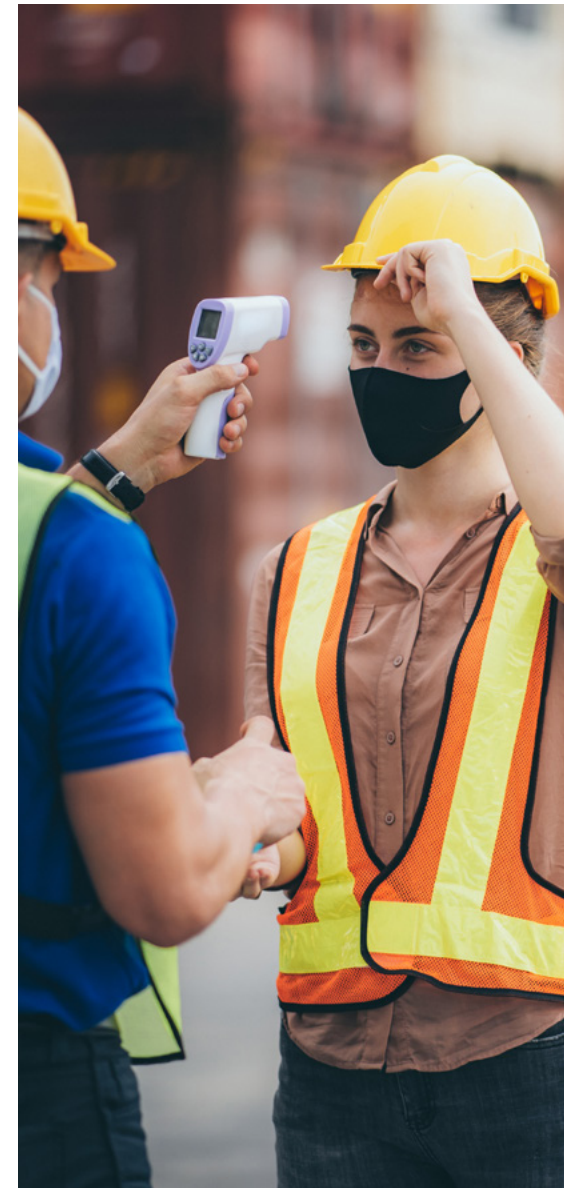
All loading dock entrants must answer a health screening questionnaire which will be provided by S/Os.

Receptacles will be provided for discarded PPE/rubbish, located near loading dock exits.

Hand sanitizer stations will be readily available and additional cleaning protocols are in place to clean high frequency touch points.

RXR will configure loading dock doors to remain open during business hours (8am-6pm) to reduce touch points.

RXR will install temporary sneeze guards on the top of the loading dock security desk and/or podiums.





## How To Arrange A Delivery (Tenant Responsibility)

- All large deliveries need to be coordinated with the property management office. No unscheduled deliveries will be permitted. This does not include USPS, Fedex, DHL, UPS, messengers, WB Mason, Staples or food.
- If your building has a messenger station equipped with an X-ray machine, that service may still be utilized.
- All contractor and vendor access needs to be coordinated with the property management office. No unscheduled vendors or contractors will be permitted into the building.
- Please inform any vendors or contractors in advance about the loading dock procedures which include the need for PPE, answering the survey questions, and temperature checks.
- Refusal to wear required PPE will result in NO ADMITTANCE, no exceptions.

## Bicycle Access

- RXR is expanding our bike room capacities where possible.
- If an employee would like to utilize our bike rooms, they must contact the property management office to fill out the registration forms in advance of showing up to the building. If an employee is already registered, they do not have to register again.
- Cyclists entering the buildings through the loading docks will need to have their temperatures checked by the security guard. They will not have to answer the survey questions provided they filled them out via the RxWell App. If they did not fill out the survey in advance, they will be asked the Building Access Questionnaire upon arrival.
- All standing rules pertaining to bicycle access remain in effect and they are also addressed during the registration process.





### Construction Work

- Construction work being conducted by the Tenants' or the Tenants vendors needs to be coordinated with the property management office.
- A prescreening process can be established to help expedite workers' entry into the loading dock.
- Rules and regulations for construction work are detailed in a separate construction policy, available upon request.

### Temperature Screening Process

If temperature reading is BELOW 100.4 degrees, visitor will be provided admittance and guidance into building. All visitors will be required to continue to wear PPE while in the common areas of the building regardless of the temperature reading obtained.

Any person measured at 100.4 and higher will not be allowed admittance within the building.

Property management office will then notify Tenant POC if non-permitted access will impact delivery or work being performed for Tenant.

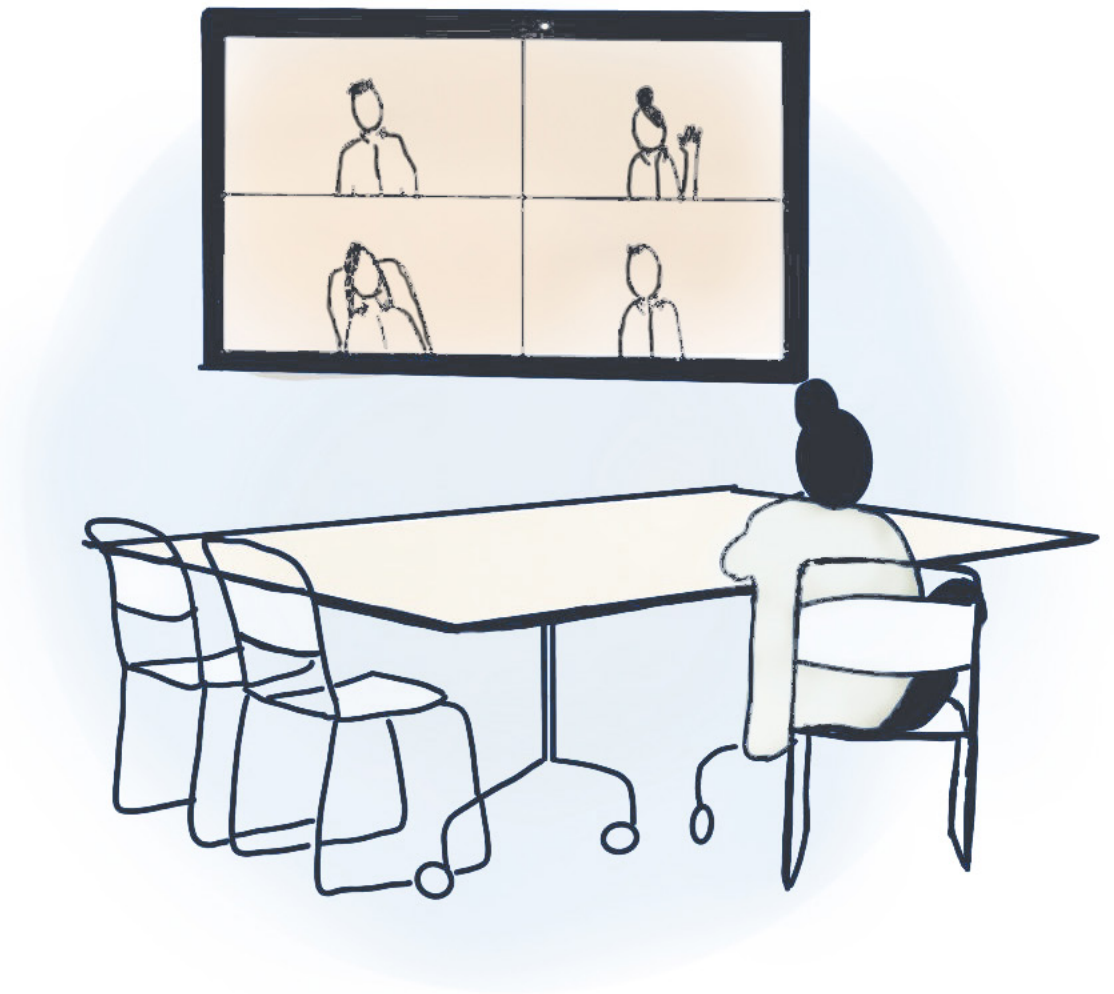
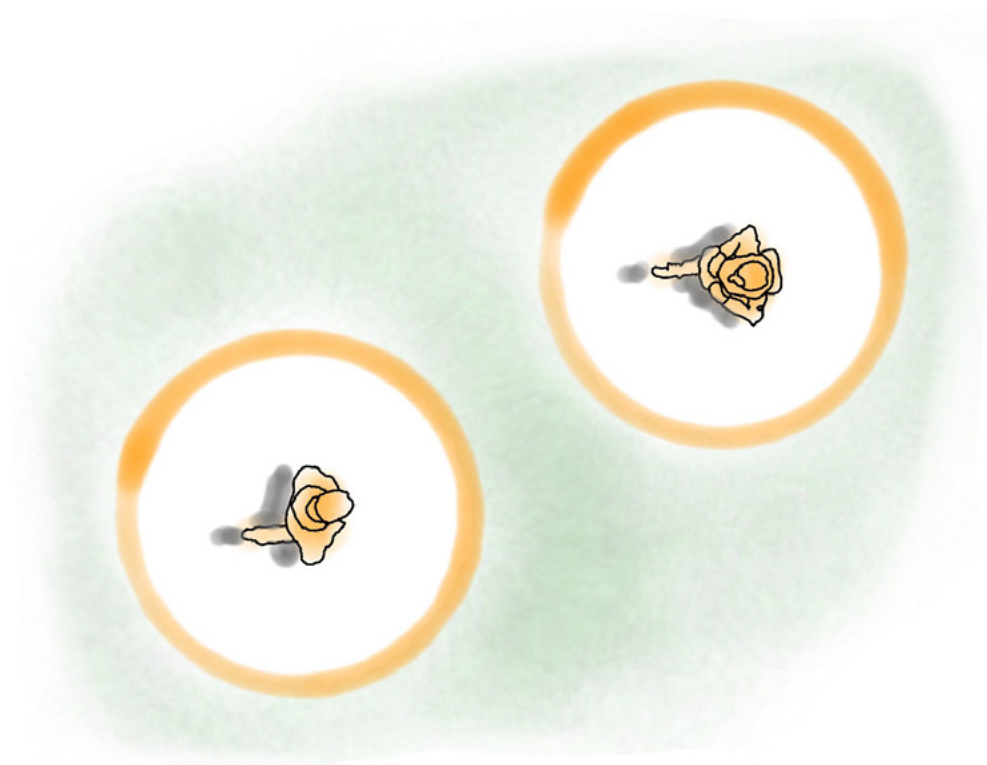
### Temperature Screening Processes

S/O's will:

- » Wear face coverings and gloves while working within loading dock area.
- » Direct contractor/delivery person to Loading Dock window/podium via designated markings along floor/posted signage.
- » Confirm person has been vetted for entrance (via Contractor point of contact (POC)) or utilizing standard delivery/messenger protocols.
- » Measure visitor's temperature via a handheld no contact digital thermometer by pointing at the forehead of visitor.

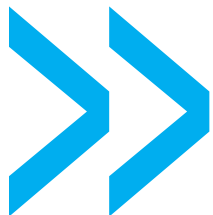


# Design Optimization



THIS IS THE NEW  
ABNORMAL





Social distancing is here now and will be with us for the foreseeable future. We must redesign workplaces for healthy social distancing, starting today. This means reimagining how spaces are used and implementing contact free options from the moment you enter a building to when you arrive at your desk. RXR understands that de-densifying on Day One may be different than six months from now, so we are here to offer guidance and recommendations for each step in the reentry process. We can help you face this “New Abnormal”, and subsequent “New Normal,” with clarity and confidence. Because we understand your space, we can quickly mobilize freight, personnel, and protocols to replan it for health, wellness, and safe social distancing.

RXR has developed a Design Manual that delves into our key focuses, recommendations, and strategies for Day One, Day Two, and Beyond. In each of these timeframes we list and analyze specific aspects of the office and next steps that Tenants should keep at front of mind when coming back to the workplace. The content was co-authored with our partner and Tenant Vocon, a leading forwardthinking architectural design firm that has completed many projects with us and other notable clients.

Our (Re)Plan task force is ready, willing and able to help you with a range of services to reinvent your workplace. In an uncertain world, one thing is a constant: our dedication to you. RXR is here to help in the way that serves you best, whether you prefer full-service replanning or targeted guidance and support, including:

- [Space Audit](#)
- [Peer Review and Consultancy](#)
- [Re-Entry needs](#)
- [Touchless fixture retrofits](#)
- [Furniture Reconfiguration and Procurement](#)
- [Furniture Moving and Storage](#)
- [Conferencing Technology](#)
- [Density Management and Indoor air quality monitoring technology](#)
- [Space modifications](#)

**Full-scale service at every point.** RXR can design and build out your space from start to finish. From consultancy to design to construction, we can deliver and build upon our pre-existing bench of successful services, while providing guidance and insights at every stage.

For more information please contact us at [replan@rxrrealty.com](mailto:replan@rxrrealty.com)



## A message from our Chief Operating Officer

Dear Tenants,

Over the past two months countless hours have gone into the content you have reviewed on the preceding pages, as well as hundreds of hours at all of our properties, making physical changes and deploying all manner of signage, devices and sensors. The entire team at RXR has worked tirelessly to prepare us all for the moment we return to the workplace.

As proud as we are of the work we have done and will continue to do, we remain humble. We are humble because the only goal that matters is to provide every one of your team members as safe an environment as we can reasonably hope for as we rise to meet the unprecedented challenges which COVID-19 brings to the entire world. We remain grounded by the guiding principles of safety and knowledge above all else.

RXR is so grateful for your collaboration and partnership as we continue to adjust, refine and rework all of our policies and procedures in the days that follow. We remain committed to evolving as the situation continues to change around us and we promise that we will never tire in our efforts and will make every decision with your best interests as our guide.

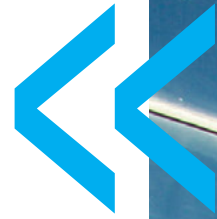
Stay safe, stay healthy.

Warmly,



**Frank Pusinelli, RA**

COO, Commercial & Logistics





RXR