

COVID-19 Building Protocol Guide for 501 Boylston Street

Entering/Exiting 501 Boylston

- All Tenants and Visitors of 501 Boylston Street will be strongly encouraged to wear Facemasks/Coverings (PPE) per CDC guidelines while in the common areas of the building, including entering and exiting the facility.
- Common areas of the building will be defined as the following:
 - Lobby Area
 - Elevator Vestibule (Lobby Area)
 - Parking Garage - including elevators and elevator vestibules
 - Elevators – including the Freight Elevator
 - Loading Dock Area
 - Mail Room Area (Loading Dock)
 - All Stairwells
 - Retail Corridors
 - Multi-tenanted floors (Floors 3-6)
- 501 Boylston Street is equipped with main entrances/exits within the property. CBRE Management will be designating one specific entranceway as the initial point of entrance and one entranceway as the final point of egress. This will eliminate any bottlenecks and congregating of individuals.
- **Boylston Street** until further notice, this will be the primary point of entry into the building.
- **Newbury Street** – until further notice, this will be the primary designated means of egress from the building.
- Social Distancing Guidelines – CBRE Management will be asking occupants to comply with the 6 Ft. policy that has been enacted within Massachusetts. This will include the Security Desk, elevator bays and the lobby itself. Note: Appropriate signage will be visible at various locations in the facility.
- Elevator Access – CBRE Management will initially encourage the capacity on the elevators not to exceed **Four persons (4)** per elevator. As more people return to work, we may need to increase this number.
- Further, CBRE is setting up a queuing line for the elevators within the lobby. This will also keep in mind the 6 Ft. Social Distancing Protocol with floor signage easily visible. **Note:** We recommend, where possible, staggering shifts to help alleviate congestion during this time.
- Stairwells will be available for anyone who would like to use them in lieu of the elevators.

- Sanitizing stations are installed throughout the lobby, while supplies are available.
- The bike storage areas will remain available. We do ask users to respect social distancing guidelines and only enter the bike areas one person at a time.

Visitor Check – In

- CBRE has installed protective plexiglass shields for the security desk. This screening is clear in nature and installed on the top of the security desk. There will also be signage on the floor dictating the 6 Ft. Social Distancing Protocol as well. Please note, this will in no way inhibit the flow of traffic.
- Visitors, as they currently do, will be required to show ID without however, having to physically hand the identification to the Security Guard.
- Once checked in, they will proceed as normal to the elevator bank and go through the process noted above. Security will manually open the turnstiles from the security desk for visitors utilizing the low-rise elevators.
- Visitors will not be provided with a visitor pass after being checked in and will be required to re-check in at the security desk if they leave the building and re-enter the same day.

Loading Dock/Deliveries

- All delivery personnel will be required to wear Facemasks/Coverings and gloves. If they do not have the proper PPE, we will address the issue on a case-by-case basis and can offer PPE if it is possible.
- All contractors working on building related construction projects shall enter the building via the loading dock following protocols established by the general contractor before being allowed to access the building. The building, working in conjunction with the project management team, will also request that the GC's stagger their start times to alleviate congestion in the loading dock and utilization of the freight elevator.

Parking Garage

- Monthly parkers entering the garage will continue to use their access cards to enter.
- Visitors and transient parkers entering the garage will be able to get a parking ticket by utilizing the new motion detector rather than pushing a button.
- The garage exit/pay station will be sanitized on an hourly basis.
- Hours of operation for the garage will remain unchanged.

Cleaning Protocol – Common Areas

- CBRE will have the day janitorial staff focusing on the main lobby periodically disinfecting and cleaning all doorways, handles, turnstiles, floors, security desk area, and disinfecting touch points.
- Additionally, the cleaning staff will be disinfecting/cleaning all elevators including the garage elevators as well as the garage pay stations, as previously mentioned.
- Staff will only use CDC/EPA approved disinfecting agents.

Cleaning Protocol – Tenanted Spaces

- Please note that upon reentry, each Tenant will be provided nightly cleaning via our contracted cleaning vendor. All cleaning staff will be asked to wear Facemasks and Gloves (PPE) while performing their duties.
- The cleaning staff will be asked to practice social distancing during their shifts. Instead of using a communal breakroom, staff will take their breaks at several separate locations in the building. They will also report to work in a staggered fashion.
- Nightly cleaning services will follow cleaning specifications outlined in each tenant's lease agreement. Additional cleaning services are available if desired, and they will be billable. CBRE can help facilitate this with the cleaning vendor at Tenant's cost.
- Staff will only use CDC/EPA approved disinfecting agents.

HVAC

- All filters are currently being replaced.
- CBRE Engineers will be monitoring the Air Flow on a continual basis and air filters will be changed when and where necessary.

CBRE Personnel/Vendor Personnel

- All property management, engineering, janitorial, parking, and security staff will be asked to wear face masks when on the premises.
- Any vendor entering and working in the building will also be advised to have PPE, including gloves.
- CBRE personnel staff will be on-site from 8AM – 5PM daily
- Engineering staff will be on-site from 6AM – 11PM Monday-Friday.

Disclosure of Confirmed Cases

If and when CBRE is notified of a confirmed case of COVID-19 of an individual with recent entry to the building:

- We will notify all building tenants and on-site service providers with information made available to CBRE, which may include:
 - Tenant company or service provider name;
 - Floors or elevator bank
 - The last known date the individual was in the building.
- Due to privacy concerns, we are prohibited from releasing personal information regarding the individual, if any such information is provided to us at all. We will notify an impacted tenant separately if we are informed a confirmed case of COVID-19 service provider accessed specific tenant space.
- Based on the information provided to us, the management team will provide enhanced cleaning and disinfection services to any affected common areas.
- For guidance on cleaning within your space following a confirmed case of one of your employees, it is recommended that you consult with a Certified Industrial Hygienist (CIH) on the best action to take.
- We would not plan to close the building unless specifically directed to by the local public health department.

Miscellaneous

- Please let us know if you would like to discuss the new protocols or have any questions.
- CBRE previously sent to all Tenant Contacts the material packet “REENTERING THE WORLD’S WORKPLACES – for Tenants and within that notification was some specific questions we are asking so to help us better understand your needs upon reentry as well as help us prepare the appropriate protocols.
- Key among those are when you plan to reenter and at what capacity? As referenced above, we plan on attempting whenever possible to limit the capacity to Four (4) people per elevator so any staggered work times would be very beneficial.
- **Notifications:** Should any employee or occupant become ill; it is imperative that CBRE is notified so the appropriate measures can be taken. This will include when the individual became ill, where they were working, etc. We understand the privacy issue and HIPAA ramifications, but this information is critical.
- Signage will be installed throughout the facility including in the lobby, floors, entranceways, bathrooms, elevators etc.

Welcome Back!

We have missed you all and it is our sincere hope that you have been well and safe. Our goal is to do everything possible to make 501 Boylston Street a safe environment for you to work in.



Tenant Services & Support

UG2 is your building’s trusted source for facility services and we would like to serve you, too! Choose from an array of Tenant Services designed to make it easy for you to get down to work in a healthy and safe office environment.

ENHANCED CLEANING & DISINFECTION SERVICES

The anxiety brought on by this global pandemic will linger long after people return to their lives outside their homes. There will be much more scrutiny and diligence about how they work, play, eat, shop, and commute, with a particular focus on whether their environments are safe. UG2 enables you to provide the elevated services and sense of security your tenants, occupants and employees expect. The services below are available aside from your base cleaning specifications. Additional charges apply.

ENHANCED CLEANING & DISINFECTION PROCEDURES

- Restroom Cleaning & Disinfection
- Workspace Cleaning & Disinfection
- Kitchen/Breakroom Cleaning & Sanitization
- Conference Room Disinfection
- Electrostatic Disinfection Spraying

ADDITIONAL TENANT SERVICES

- Pressure Washing
- Event Coverage
- Moving Services
- Porter/Matron Services
- Patch & Paint

ADDITIONAL CLEANING SERVICES

- Appliance Cleaning
- Dishwashing (Coffee Cups, utensils, etc.)
- Concierge Level Services
- Break Rooms
- Porter/Matron Services
- High Frequency Touch Point Disinfection
- Event Set-up and Tear Down
- Additional Flooring & Carpet Programs
- Interior Window Washing
- Upholstery Cleaning
- Café Services & Restocking
- Interior Glass Cleaning



The New Standard of Facility Services



WORKPLACE SOLUTIONS

Outsourcing workplace services can be one of the most effective ways for a company to streamline their business, improve their bottom line, and create a competitive advantage. At UG2, we understand that every workplace services program is unique. Whether the scope is purely mail room operations or copy and print, we determine deliverables on a case-by-case basis and methodically customize our programs based on your needs.

A workplace services program is only as good as the team that manages it. We support the customers' requirements to deliver five star services to attract and retain exceptional talent and deliver competitive advantage. UG2 executes periodic meetings with our clients to discuss hot button topics, potential issues and proactive strategies for improvement.

Workplace Support Services

- Reception and Switchboard
- Admin/Clerical Support
- Maintenance and Housekeeping
- Job Pick-up and Delivery
- Conference Room Setup
- A/C Services
- Technology
- Mobility Tools
- Real-time Tracking Information
- International Shipping and Trade Compliance
- Snack Wall Provisioning
- Workplace Inventory Management and Logistics Support
- Quality Inspections and Reporting
- Beverage Center Support and Stocking Services
- Event Set-up and Break-down
- Kitchen Cleaning and Sanitization Services
- Workplace Cleaning and Sanitizing (Hoteling Environments)
- Carpet Spotting and Cleaning
- Logistics Support (Shipping & Receiving)
- Workplace Policing and Ancillary Services

Mailrooms

- Mail Sorting and Distribution
- Package Shipping and Receiving
- Bulk Mailing
- Courier and Messenger Services
- Vendor and Asset Management
- Packing
- On-site Staff

Document Management

- Copying and Printing
- Binding Services
- Document Imaging/Scanning
- Laminating
- Large-format Printing
- Photo Reproduction

About UG2 ReNewSM

UG2 ReNewSM is a comprehensive program for mitigating the risk of infection from COVID-19 and other viruses as people return to work ensuring safe and healthy environments, as well as peace of mind, for UG2 customers and employees. This program takes a methodical and comprehensive approach to defining service delivery in this new era. It provides a best practices roadmap for reopening and operating facilities as they become more and more occupied over time.

Contact us today to learn how UG2 can help protect your office environment.