

Returning to Your Workplace

Welcome back to the OneAmerica Tower. We want to share our sincerest wishes that you and your families remain safe and healthy during this unprecedented situation. Working with you to provide a safe and welcoming environment at work has always been and will continue to be our top priority. We are happy to welcome you back to your offices and share our plans with you.

Day One and Beyond

Building Management has been working throughout this time to serve our tenants and keep the building open. We are working diligently to keep janitorial, engineering and security staff engaged and working. We have actively monitored and implemented CDC protocols and have shared CDC and WHO guidance and education to minimize the spread of the disease. We have prepared for tenant return-to-work by creating and deploying a signage program to educate on CDC and WHO guidelines and remind visitors and tenants about the need for social distancing in common areas, elevator lobbies, restrooms and amenity spaces. We will also begin implementing visitor and vendor screening and will be requiring the use of face coverings in all common areas beginning on June 1st, 2020. We will continue to actively engage in dialogue with our tenants as we adjust any guidelines and protocols in the building.

Building Access

The New York Street entrance will be the only street-facing entrance that is open to tenants, vendors and visitors for the immediate future. Building Management will proceed with re-opening entry points at Illinois Street and Ohio Street as building population warrants. The Capitol Avenue entrance will remain closed with newly equipped capabilities to allow for card access at that entry point for building tenants.

Access via the Skybridge and both the Capitol Avenue and New York Street garage elevators will also be open for use by anyone parking in the Tower Parking Garage or the Moldendorp Parking Garage.

Visitor and Vendor Screening

Effective June 1st, 2020, all visitors and vendors entering the buildings will be required to complete a COVID-19 survey. This will be a verbal survey upon entry at a check-in located at either the New York Street entrance or the Capitol Avenue entrance from the Tower Parking Garage.

Survey capabilities are expected to be implemented for visitors through the Cloudgate Visitor Management System in mid-June. This will allow visitors entered into the Visitor Management System to fill out the survey electronically prior to visiting the building. Additional information will be provided when these capabilities are activated.

Any visitor or vendor that refuses to complete the survey will be asked to vacate the building.

Tenants will not be required to complete the survey upon entry but will be expected to display their building access card upon entry to confirm that they are a tenant of the building. Upon display of the access card, the tenant will be allowed to bypass the check-in and proceed to their office location.

Face Covering Requirement in Common Areas

Effective June 1st, 2020, face coverings will be required for all individuals while utilizing the common areas (all common areas of the first floor, loading dock, lobbies, cafeteria and entry points from parking facilities) and elevators in the building. All tenants, visitors and vendors are expected to provide their own face coverings. If they are unable to provide their own, a face covering will be provided to them upon entry.

Vendors and building staff are expected to utilize proper PPE when working in common areas and in tenant spaces. Vendors are required to provide their COVID-19 protocols prior to or upon arrival and adhere to all items listed in their protocols. A log of vendor protocols is being maintained by Building Management.

Any individual that refuses to use a face covering in the common areas and elevators will be asked to vacate the building.

Janitorial Enhancements

Additional daytime janitorial staff has been added to frequently clean high touch points throughout the common areas of the building. Enhancements have been made to disinfecting products used in all areas of the building to properly respond to the current situation. In addition, CDC guidelines for cleaning needs are being followed by our janitorial service provider for all janitorial services. Nightly janitorial services have been enhanced to include the same disinfecting products and increased high-touch cleaning on commonly used areas such as doors, handles and switches. Any adjustments to cleaning will be made as needed per CDC and local authority guidance.

Elevators

Elevators have been marked with floor decals and signage to provide guidance on proper social distancing. As the building population increases, security guards will be posted temporarily in elevator lobbies to assist with proper distancing and flow on and off elevators. It will be the responsibility of the individual user to follow recommended guidelines while moving throughout the building via elevator. In addition, the following guidance will be implemented during high traffic periods to further assist with flow and proper distance:

- Low-rise: enter from front lobby and exit through rear lobby
- Mid-rise: enter from front lobby and exit through rear lobby
- High-rise: enter from rear lobby and exit through front lobby

Stanchions may be implemented as well to assist with proper distancing as needed.

Elevator touchpoints will be routinely cleaned throughout the day by the janitorial staff as well as each evening per CDC guidelines.

Elevator use information is expected to be modified as additional guidance is received from the CDC and local health authorities.

Air Filtration

Building Management has been reviewing air flow and filtration in depth internally with Ownership. As the current situation began to develop, Ownership commissioned a study for the building to investigate the building air filtration system. The system is made up of multiple air handlers throughout the building that provide air to the perimeter and interior of the building. The standard air filtration system consisted of pre-filters and bag filters, which were already far superior to typical office buildings. Regardless, the building is planning to implement upgraded filters in the coming weeks. Per the engineering firm engaged in the study, this is the level of filtration they typically specify for medical building designs.

In addition, Building Management has ensured all the preventive maintenance on all mechanicals systems is complete and up to date. Management has also ensured that the building's filtration and fresh air intakes are in top working condition. The system is designed to utilize some outside air. This capability will continue to be monitored daily and adjusted as needed.

Water Systems

Because the building has not closed at any point, water systems have continued to function. To account for any unoccupied floors, engineering and janitorial staff have continued to run the water for every hydronic system in the building each week. Preventative maintenance tasks are in place to ensure that these systems continue to function properly.

Tenant and Personnel Safety Measures

Steps have and will continue to be taken in common areas to limit exposure. The following has been implemented to assist with tenant and personnel safety:

- Glass barriers have been placed at all security and reception desks
- Additional hand sanitizer stations have been placed throughout common areas
- Floor decals have been placed in critical areas to assist with proper distancing
- Common area restroom signage is in place to provide guidance on proper hand washing and distancing
- Lunchrooms have been temporarily closed
- Hand washing stations are available in the lobbies and common areas
- Lobby furniture has been removed and any area that prevents proper distancing has been closed for the immediate future

- When appropriate, courtyard furniture will be placed to allow for proper distance
- Touchless entry methods are also being installed in parking facilities and the Skybridge entry to limit high touch locations
- All building staff and building vendors are required to wear proper PPE in common areas

Signage

Building Management continues to monitor guidance from local government, CDC and WHO regarding signage recommendations that promote safety and guide building occupants through common areas and amenity areas beyond the entry.

Signage has been installed at multiple, relevant locations throughout all common areas. Signage will be utilized to help support CDC/WHO recommendations, social distancing guidelines, entry/exit locations, and building flow and foot traffic plans. Signage will also be utilized to explain building access rules and vendor protocols.

Cafeteria

Building Management is working with the Cafeteria service provider in advance of re-entry to understand and assist with safe re-opening practices and plans. At this time, the Cafeteria is expected to re-open for carry-out service with a limited menu on June 1st. Coffee service will be available through the Café only beginning on June 1st. Dining-in options will not be available on June 1st and will be phased in later.

Building Management will also work with the Cafeteria service provider to ensure that all necessary steps are being followed to practice proper social distancing and safe cleaning methods per CDC and local health authority guidelines. Frequent cleaning of the dining area will be implemented when the ability to dine-in is available.

Fitness Center

Building Management will rely on the Fitness Center service provider to take the lead on proper re-opening efforts for the Fitness Center. Members should expect additional communication as the Fitness Center plans a return of operations. Expected opening of the Fitness Center is June 15th with occupancy limitations and additional cleaning and social distancing measures incorporated.

Enhanced cleaning efforts are planned for the Fitness Center upon re-entry including routine cleaning of high-touch areas during the day and advanced cleaning every evening. Hours of operation may be adjusted to allow for proper cleaning efforts to take place. Equipment will be rearranged to achieve social distancing.

Package Delivery Service

All regular delivery service (FedEx, UPS, Amazon, floral and food) will be re-routed to Suite 185 located in the lobby area of the first floor. Package pick-up will be available from 8 AM to 4 PM Monday through Friday. A guard will be stationed at this location to assist with package pick-up and provide security for delivered items. Tenants will have access to this space after hours as needed through building security. Specialty delivery service (courier services) to specific tenant floors may continue to be allowed on a case-by-case basis.

Engineering Operations and Work Order Response

The Building Management Engineering Team will continue to work in two shifts to allow for response to work orders within tenant spaces after normal business hours. Engineering will only respond to emergency work orders on occupied floors during regular business hours. Engineers will always utilize proper PPE when working in tenant spaces.

Adjustments will be made to Engineering shifts and response to occupied floors when the situation allows.