

WHAT QUESTIONS SHOULD I BE ASKING MY BUILDING PRIOR TO RETURNING TO THE OFFICE?

As you begin to plan for the return to the office, here is a list of questions to ask your building.

*the list of questions below only represents example topics and is not intended to be a comprehensive checklist by any means

We believe engaging your building in the below conversation will result in a cleaner and safer building for your employees to return to.

ENTRY EXPERIENCE

How do you plan to minimize touch upon entry?
Do you plan to automate entrances?
Do you plan to conduct temperature screening of occupants upon entry? If so, what is the procedure?
How do you plan to track or trace occupants?

RECEPTION & VISITORS

Do you plan to limit the number of visitors?
Do you plan to have see-thru glass partitions between building staff and occupants/visitors?
Have any occupants been deemed essential businesses. If so, have they been working in the building and how have they been monitored?

TRAFFIC FLOW

Do you plan to stagger morning start times?
Do you plan to designate doors for entry and exit only?
Do you plan to enforce one direction of travel?
Do you plan to manage density within the building and on each floor?

ELEVATORS

If not already present, do you plan to upgrade elevator technology/infrastructure to destination dispatch?
Do you plan to retrofit elevator buttons with touchless solutions?

Is voice activation feasible for elevators?
How many people will be permitted per elevator ride and how will this be enforced?
Is allocating individual elevators to building tenants feasible?

CLEANING

How do you plan to enhance building cleaning and disinfecting practices?
What cleaning products have been specified?
Will hand sanitizer, wipes, masks, and gloves be easily accessible to occupants?
What frequency will cleaning staff be cleaning highly trafficked areas and high touch surfaces?
What enhanced cleaning services are available for tenants?
Does this come at an additional cost?

RESTROOMS

Are there plans to retrofit flushers, sinks, soap dispensers, paper towel dispensers and doors for automation?
Are there plans to remove hand dryers?
How do you plan to address shared restrooms?

HIGH TOUCH SURFACES

Are there plans to increase use of antimicrobial materials for high touch surfaces throughout the building?

COMMON SPACES

How do you plan to operate common spaces throughout the building?

HVAC

What is the standard operating percentage of outside air compared to return air?
What is the MERV rating and type of filters are currently employed? Can these filters be upgraded?
Can your system accommodate MERV rating of 17 or better?
What is the cleaning protocol for the ductwork, diffusers and grilles? How frequently are the filters replaced?
Has the building undergone any recent air quality testing? If so, can the results be made available?
Has the building explored obtaining any healthy building certifications such as WELL, RESET or Fitwel?

SIGNAGE

Where will additional signage be placed and what will it encompass?
How will you communicate new building protocols to tenants?

DELIVERIES

How do you plan to handle packages and food deliveries?

STAFF

What are your sick leave policies for your cleaning staff, building management and other contractors entering the building?

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LANDLORD TENANT RESPONSIBILITY MATRIX

Commonly Found In Lease Agreement	Landlord	Tenant
Transport		
Bike Room	✓	
Showers	✓	
Locker Room	✓	
Parking Garage	✓	
Valet Services	✓	
Ingress & Egress		
Building Entry	✓	
Security	✓	
Vendor, Contractor & Staff Screening	✓	
Occupant Screening	✓	✓
Visitor Screening	✓	✓
COVID Reporting & Protocols	✓	✓
Lobby & Common Corridors	✓	
Elevators, Escalators & Stairwells	✓	
Tenant Entry		✓

Commonly Found In Lease Agreement	Landlord	Tenant
Amenity		
Shared Fitness Center	✓	
Interior & Exterior Lounge Seating	✓	
Shared Meeting Rooms & Conference Centers	✓	
Tenant Meeting Rooms		✓
Shared Flexible Office Space	✓	
Shared Food & Beverage	✓	
Tenant Food & Beverage		✓
Restrooms		
Partial Floor (Shared)	✓	
Full Floor (Tenant)		✓
Janitorial & Cleaning Services		
Common Areas	✓	
Standard Scope of Services	✓	
Above Standard Scope of Services		✓

Commonly Found In Lease Agreement	Landlord	Tenant
Building Services		
Office Support - Mail & Copy Center	✓	
Package Delivery	✓	✓
Concierge	✓	
HVAC - Air Quality & Humidity	✓	✓
MEP - Lighting Controls	✓	✓
Plumbing - Fixture Design	✓	✓
Dedicated Tenant Systems		✓
Emergency		
Fire & Life Safety (Generator)	✓	
Crisis & Illness Management	✓	✓
BCP		✓