



# BUILDING ENVIRONMENT SAFETY PROGRAM

---



## PLAZA SAN RAMON

2000 & 2010 CROW CANYON PLACE, SAN RAMON, CA 94583

NEWMARK KNIGHT FRANK





# WELCOME

---

Welcome to Plaza San Ramon! As you know from previous communications, Plaza San Ramon has remained open during the pandemic for essential services and we are moving forward toward the next phase.

As we prepare for the shelter in place Order to lift, we share our enhanced safety program to make you aware of the precautions and safeguards now in place at Plaza San Ramon. These safety measures are in effect to minimize risk and allow us to work more effectively and safely together.


Some of these enhancements include our building signage program which supports social distancing etiquette, elevator etiquette, and behavioral best practices. You may also experience environmental and behavioral changes throughout the property both indoors and outdoors.

Please share this program with all your employees.





## TABLE OF CONTENTS

- 01 SAFETY PROGRAM OVERVIEW
  - 02 ENTRY PROTOCOLS & PPE
  - 03 SIGNAGE PROGRAM
  - 04 AMENITY GUIDELINES
  - 05 JANITORIAL SERVICES
  - 06 CONSTRUCTION & MECHANICAL OPS
  - 07 TENANT RESPONSIBILITY
- 





# SAFETY PROGRAM OVERVIEW 01

---



# SAFETY PROGRAM OVERVIEW

---



In response to the COVID-19 outbreak, Plaza San Ramon has implemented a building wide safety program aligned with the guidelines established by the CDC, the State of California, and Contra Costa County. This program will be updated as new information becomes available in this ever evolving situation. It is also the individual responsibility of each person to ensure compliance with guidelines and government agency recommendations.



# ENTRY PROTOCOLS & PPE 02

---



# ENTRY PROTOCOLS & PPE

---

## REDUCED ENTRY POINTS

### 2000 Crow Canyon Place

Open entrances at 2000 Crow Canyon are both doors to the main lobby. The side doors on the 1<sup>st</sup> floor plaza are to remain locked at all times. These doors may be used for emergency exit only.

Elevators will be limited to two people per elevator and no cell phone use is allowed while inside the elevators.

### 2010 Crow Canyon Place

Open entrances at 2010 Crow Canyon are both doors to the main lobby. The side doors on the 1<sup>st</sup> floor plaza are to remain locked at all times. These doors may be used for emergency exit only.

Elevators will be limited to two people per elevator and no cell phone use is allowed while inside the elevators.



# ENTRY PROTOCOLS & PPE

## TRANSPORTATION & PARKING

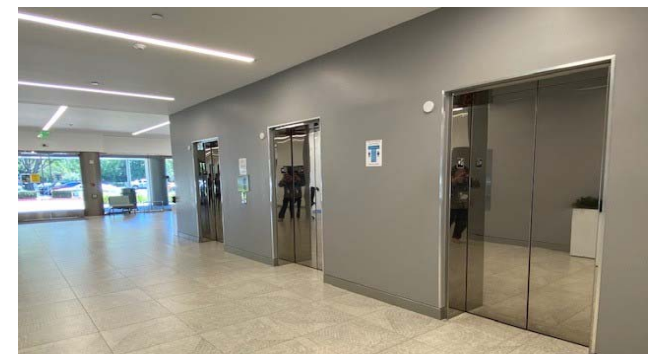
- Our bike storage room is open for your bike storage needs.
- Self parking continues and social distancing is encouraged.
- [BART](#) is operational with reduced train seating and schedules.

## ELEVATORS

- 6' queue line markers and signage are in each elevator lobby.
- Please observe the clearly marked queuing and wayfinding signage inside all interior lobbies and elevators.
- 2 Person MAX per elevator ride. Please stand on the elevator decals within each cab.
- Please refrain from cell phone use and elevator conversations.

## STAIRWELLS

- Stairwells may be used to exit the building from any floor within the building.





# ENTRY PROTOCOLS & PPE

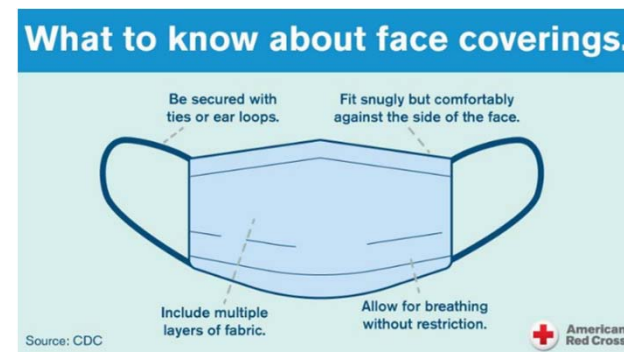
## PERSONAL PROTECTION EQUIPMENT (PPE)

Building management staff and vendors are required to wear face coverings per Contra Costa Health Services Order No. [HO-COVID19-08](#).

All tenants should ensure that their employees, guests, visitors, and invitees follow the requirements and guidelines when at the property, both in the tenant's premises and in the complex in general.

## FACE COVERINGS

- Everyone entering the building is required to wear [face coverings](#).
- Face coverings should:
  - Fit snugly but comfortable against the side of the face
  - Be secured with ties or ear loops
  - Allow unrestricted breathing
  - Be cleaned or replaced regularly
- Anyone who refuses to wear a mask may be asked to leave the property.



# ENTRY PROTOCOLS & PPE

## SOCIAL DISTANCING

- Per Contra Costa Health Services Order No. [Ho-COVID19-03](#), please maintain a 6' distance between you and others at all times.
  - Practice 6 feet circumference when feasible.
  - Decals are strategically located throughout the building to assist with social distance queuing.



## SANITATION STATIONS

- Sanitation stations have been strategically placed throughout the building, especially in high-touch areas for your convenience.
  - Main lobbies
  - Elevator lobbies
  - Mail rooms







# **SIGNAGE PROGRAM 03**

---

# SIGNAGE PROGRAM

## BUILDING SIGNAGE

- The new building signage program is designed to encourage social distancing and good hygiene. Signage can be observed throughout your experience at Plaza San Ramon to remind you of distancing best practices and individual expectations.
- Locations include the following areas:
  - Entrance doors
  - Common areas
  - Elevator foyers
  - Elevator cabs
  - Restrooms
  - Outdoor signage





# SIGNAGE PROGRAM

## RESTROOMS

For your safety, limit the number of people in restrooms to three at one time. If you see there are already three people in a restroom, please exit and wait until someone leaves the restroom.

Before exiting, please [wash your hands](#):

- With soap and water for at least 20 seconds.
- Remember, it is the action of washing WITH soap that prevents the spread of germs.
- Water is set to run warm from the faucets, however, if the water is not running often, the water temperature may not have warmed up quite yet.

Automatic soap dispensers and automatic faucets are located in all restrooms for your handwashing experience.





# AMENITY GUIDELINES 04

---



# AMENITY GUIDELINES

## OUTDOOR COURTYARD

- Enhanced Wi-Fi service is complementary and can be used to work outside. It is recommended to use a VPN or other security enhancement.
- Social distancing rules apply to outdoor bench seating.
- Corn Hole still available for your enjoyment. Gloves must be worn. (Please wash your hands before and after use.)



## CONFERENCE ROOMS

- We will continue to allow tenants to reserve the two conference rooms with the following considerations:
  - Eight (8) attendees max are allowed for the large conference room Suite 140.
  - Four (4) attendees max are allowed for the small conference room Suite 130.
  - All attendees must wear masks.
  - Management will facilitate cleaning of conference rooms after each meeting.



## 3<sup>RD</sup> FLOOR SHOWERS

- Please note that shower rooms are currently CLOSED. They will be reopened as conditions allow.



# AMENITY GUIDELINES

## COURIER SERVICES

- For the time being, building management will continue receiving packages on your behalf.
- Packages may be picked up at the security console in the main lobby.
- Please sign for all packages.
- Outgoing packages may not be dropped off with security.



## CATERING / FOOD DELIVERY

- Please alert security when expecting food deliveries of any type.
- Please notify Security at (925) 984-8033 a half hour prior to estimated delivery time.
- Food deliveries must be received by the purchaser in the main lobby.
- No suite deliveries are allowed at this time.







# **JANITORIAL SERVICES 05**

---

# JANITORIAL SERVICES

---

## DAY PORTER SERVICES

- Township Building Services staff have are trained on cleaning and sanitization protocols aligned with CDC guidelines including high touch areas and surfaces. EPA-registered disinfectants are used to clean common area touch points at least twice daily.
- This includes:
  - Entry/Exit doors
  - Restroom fixtures and faucets
  - Common area handrails
  - Elevator call buttons

## EVENING JANITORIAL SERVICES

- Township Building Services janitorial team members have been trained in accordance with CDC guidelines and use EPA-registered disinfectants.
- Evening services include:
  - Removal of all trash, compost, and recycling
  - Vacuuming
  - Cleaning and disinfecting of all common areas
    - Conference Rooms
    - Restrooms

# JANITORIAL SERVICES

## EXTRA SERVICES

Systems are in place for cleaning should someone test positive for Covid-19. In such event, the tenant would be responsible for the complete cleaning of their premises. Building management would address the cleaning of all common areas and path of travel associated with the incident.

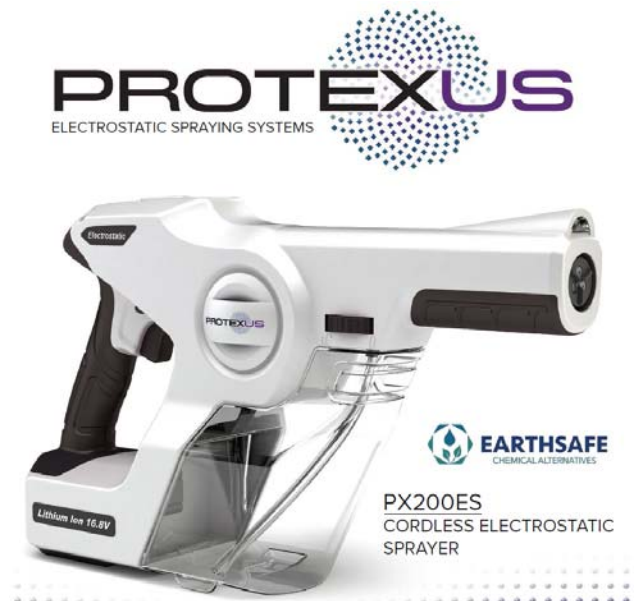
Tenants interested in engaging Township Building Services Janitorial company directly to handle the complete cleaning of their suite at any time may contact building management at [Loida.Mabanag@NGKF.com](mailto:Loida.Mabanag@NGKF.com). The following cleaning levels offered are:

### Level 1 Advanced Disinfecting

Application of EPA-registered disinfectant of all high touch surfaces up to 8' by the Township Building Services Response Team. (Typically, high touch surfaces include door handles, light switches, appliance handles, conference room tables, and kitchen surfaces.) This will be quoted on a case by case basis.

### Level 2 Electrostatic Spraying

Using electrostatic technology and EPA-registered sodium troclosene (NaDCC/538 PPM), Township Buildings Services Response team members will provide disinfecting services of all surfaces up to 8' high (reachable height) of a specified area. This service to be quoted per suite on a case by case basis, \$200 minimum fee.







# CONSTRUCTION & MECHANICAL OPS 06

---

# CONSTRUCTION & MECHANICAL OPS

## CONSTRUCTION PROTOCOL

The following restrictions and requirements must be in place at all construction job sites at Plaza San Ramon:

- Comply with all applicable and current laws and regulations including but not limited to OSHA and Cal-OSHA.
- Wear face coverings at all times.
- Practice social distancing by maintaining a minimum six-foot distance between workers, Tenants and guests, except as strictly necessary to carry out a task associated with the construction project.
- Provide personal protective equipment (PPE), including gloves, goggles, face shields and face coverings as appropriate.

## HVAC

Plaza San Ramon's Heating, Ventilation, and Air Conditioning (HVAC) systems have been prepared as follows:

- HVAC evaporator and condenser coils have been cleaned and disinfected.
- Condensate pans have been cleaned and treated with a biocide.
- All air filters have been replaced with new.
- Outside air economizers have been programmed for maximum ventilation.
- HVAC tenant programming has been adjusted to pre-ventilate daily.
- All exhaust fans are fully operational.

## MORE INFORMATION

- Appendix B-1 - Small Construction Project Safety Protocol (projects < 20,000sf) [https://813dcad3-2b07-4f3f-a25e-23c48c566922.filesusr.com/ugd/84606e\\_5ac2fc4925a2498994b58be476664cdb.pdf](https://813dcad3-2b07-4f3f-a25e-23c48c566922.filesusr.com/ugd/84606e_5ac2fc4925a2498994b58be476664cdb.pdf)
- Appendix B-2 - Large Construction Project Safety Protocol (projects > 20,000sf) [https://813dcad3-2b07-4f3f-a25e-23c48c566922.filesusr.com/ugd/84606e\\_1d582201ed1e49ada645abe5b190c1e9.pdf](https://813dcad3-2b07-4f3f-a25e-23c48c566922.filesusr.com/ugd/84606e_1d582201ed1e49ada645abe5b190c1e9.pdf)



# TENANT RESPONSIBILITY 07

---



# TENANT RESPONSIBILITY

---

Tenants are responsible for ensuring that their employees, vendors, and visitors comply with local, state and federal guidelines. These include, but are not limited to, the following:

## REQUIRED SIGNAGE

- Within their leased premises, tenants should post any and all signage as required or suggested by applicable authorities, including information regarding social distancing, hand washing, and face coverings.

## TEMPERATURE CHECKING

- Tenants will need to consult with their legal teams to determine what might be required, and what is the best solution for their particular situation.

## REPORTING

- All COVID-19 cases must be reported to Building Management immediately upon discovery. It is not necessary to identify the person.
- Tenants are expected to clean infected areas within their suite and may reach out to Township Building Services for assistance (see Janitorial Services-Extra Services).

## SANITIZATION

- High touch areas.
- Full floor tenant responsibilities should also include sanitizing elevator lobbies and restrooms on their floors.

## SOCIAL DISTANCING

- Management of visitors.
- Spacing of employees.

## FACE COVERINGS

- <https://cchealth.org/press-releases/2020/0417-Cover-Your-Face-Order.php>.



# ADDITIONAL RESOURCES

Please note that industry and governmental guidance is being frequently updated, so please check for updates to the following:

- **BART** [www.bart.gov](http://www.bart.gov)
  - **BOMA International:** [www.boma.org/coronavirus](http://www.boma.org/coronavirus)
  - **Centers for Disease Control:** [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)
  - **Contra Costa Health Services:** [www.cchealth.org](http://www.cchealth.org)
  - **Coronavirus (COVID-19) Resource Center:** [www.coronavirus.gov](http://www.coronavirus.gov)
  - **Equal Employment Opportunity Commission:** [www.eeoc.gov](http://www.eeoc.gov)
  - **Federal Emergency Management Agency:** [www.fema.gov/coronavirus](http://www.fema.gov/coronavirus)
  - **Newmark Knight Frank:** [www.ngkf.com/covid-19](http://www.ngkf.com/covid-19)
  - **Occupational Safety & Health Administration:** [www.osha.gov/coronavirus](http://www.osha.gov/coronavirus)
  - **World Health Organization:** [www.who.int/coronavirus](http://www.who.int/coronavirus)
- 



#### MANAGEMENT OFFICE

Lynell Fuller  
Loida Mabanag  
Newmark Knight Frank

#### ALEJANDRO JUAREZ, TOWNSHIP

*District Manager*

AlejandroJuarex@townshipservices.com

#### SECURITY

*Duty Officer*

W 925.984.8033

2010 Crow Canyon Place, Suite 125  
San Ramon, CA 94583  
O 925.275.9010