



GUIDELINES FOR RE-ENTRY





SAFELY RETURNING
TO THE PLACES WE SHOP, WORK, AND PLAY



The information contained in this document represents ESCFederal current practices regarding the recommended cleaning and sanitation of properties, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic. The health and safety of our customers, vendor partners, and employees is our number one priority, and our hope in sharing this information is that it may be of assistance to others.

It is important to note that there is no single methodology for creating safe environments. Every portfolio and each building have unique requirements based on size, function, and guidelines provided by individual municipalities and states. Plan development, execution, and revisions need to be governed by general best-practices guidelines coupled with the development of individual site playbooks.

Please be advised that some of the information contained in this document may not apply to all businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate and consult with outside legal counsel, as appropriate, the legality, applicability, and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time by ESCFederal. ESCFederal bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in this document.

Over the coming weeks and months, a new normal will be realized. We have optimism that armed with the right procedures, we can ensure the coming months are full of encouraging milestones, and globally we will defeat this virus together.

We have timed this release for re-entry in conjunction with requests and available public information. As you will see in the details below, we believe our approach will help enable your team as they get back to the places we work, shop, and play with the goal of staying safe and productive.

The ESCFederal team will work with you to create tailored playbooks for each of your locations to support your overall re-entry plan. We know this time is stressful, and our goal is to make your workload as simplified as possible during the weeks and months ahead.

As businesses across the country prepare to re-open during the COVID-19 pandemic, it is important to note that it may be several months of a phased, adaptive triggering approach to bringing your properties back to full utilization.

For organizations of all sizes, remember to thank the essential workers who work at your locations! In this uniquely challenging moment in time, the janitors, day porters, and other facilities team members are unsung heroes who are working overtime to keep us safe.

We hope the information provided is useful as you safely restart your workplace operations over the coming weeks and months.

PRIMARY CHANGES FOR SAFE RE-ENTRY

The eight components below represent the suggested minimum steps to take for safe re-entry that comply with CDC best practices guidelines.

Upfront disinfecting deep clean

Before returning to occupancy, it is critical to do a deep clean with a thorough focus on disinfecting. The [CDC](#) states that all hard (non-porous) surfaces should be cleaned using detergent or soap prior to disinfection. When disinfecting, most EPA-registered household disinfectants should be effective. For soft (porous) surfaces like carpeted floors or upholstered furniture, clean with appropriate cleaners and launder, if necessary. Check the [CDC website](#) for a full list of EPA-approved disinfectants for use against COVID-19.

Social distancing

It is recommended by the CDC to ensure that all facility occupants properly social distance (six feet) from each other during their time in a building. Consolidating the number of contractors providing services to your commercial or retail property aids in social distancing requirements as well.

Set up "Sanitation Stations"

Set up hand sanitizer stations or wipes within eyesight from entrances, to every seat within the facility, as well as in major walkway areas, break rooms, and near conference rooms.

Sanitation stations should have conveniently located lidless trash bins for used wipes nearby.

Create signage for your customers & employees

Create signage to visually remind your team about the new protocols that must be followed concerning increased sanitization and social distancing.

Remind your employees, guests, and customers to constantly wash and sanitize their hands.

Provide messaging on how to properly socially distance while on the property, including signs that provide limits on maximum capacity in high-trafficked areas such as restrooms, break rooms, and meeting areas. Consider creating visual markers on the floor around workstations and elevators to clearly define the amount of safe space recommended.

Masks worn by employees, guests, and customers

Follow [CDC](#) guidelines for face masks. Where possible, we recommend providing employees with an adequate number of masks for the week along with other vital PPE. For customers and guests, it would be recommended to stock masks for their use. Contrary to what healthcare workers need to safely perform their duties, facility and workplace professionals do not need to have administered N95 nor KN95 masks. These grades of masks should only be used for cleaning professionals that are remediating an infected area or for healthcare purposes.

At a minimum, cloth or makeshift masks should be worn during the day, except when eating or drinking. This will be a critical step to avoid the rapid spread of COVID-19 within a building facility if a team member or guest were infected.

Scheduling recurring disinfecting deep cleans

It is recommended to perform a weekly disinfecting deep clean of the property. This could be over a weekend or weeknight. It should involve cleaning beyond the scope of a typical daily clean and enable disinfecting areas that are



generally given less attention due to lower frequency of use.

Daily disinfecting services

It is critical to disinfect the high touchpoints of your office. Items such as conference room light switches, doors, door handles, handrails, and bathroom stall doors will require daily cleaning. In retail spaces, back-of-house areas that are more heavily used by tenants and staff should be cleaned more frequently, too.

Most pre-COVID-19 cleaning rotation schedules will need to be enhanced to step up frequencies and the scope of work to include disinfecting daily, as most cleaning SOPs only require disinfecting in restrooms and food service areas. 100% of all frequent touchpoint surfaces should be disinfected daily, which will require additional service levels and increased hours.

In addition to updating the frequencies and scope of work with your existing cleaning services provider, it is also recommended that all cleaning professionals are trained and outfitted with proper levels of PPE and the required training to support these duties.

Wherever possible, make “high-touch items” require no touch at all

There are many instances of “high-touch items” in offices, hospitality, and other high traffic visitor areas. These

include elevators buttons, front door handles, bathroom doors, bathroom fixtures and dispensers, refrigerator doors, the water cooler tab, garbage bin lids, etc. For high-frequency touch areas, wherever reasonable, consider moving to a “hands-free” option. Some recommendations by high-touch item:

- **Restrooms** – Where it can be done, maintain appropriate levels of privacy by leaving restroom entry doors propped open. Making public restroom fixtures like toilet and faucet handles, soap dispensers, and towel dispensers hands-free and automatic is imperative. Unavoidable high-touch surfaces like bathroom stall doors, locks, sinks, and floor surfaces should have a constant cleaning focus.
- **Garbage Bins** – One simple way to do this is to ensure that garbage bins either have no lid or are controlled by a foot pedal.
- **Light Switches** – If you cannot reasonably move to hands-free lights for your conference rooms, leave a hand sanitizer stand next to each light switch that will be used multiple times each day.

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APPENDIX: RECURRING DEEP CLEANING CHECKLIST

FLOORS THROUGHOUT THE PROPERTY:

- ☐ Sweep floors
- ☐ Mop floors
- ☐ Vacuum floors, area rugs, & corners
- ☐ Dust baseboards, windowsills, & ledges
- ☐ Vacuum couches, chairs, & common area furniture
- ☐ Vacuum under all furniture
(move chairs and furniture as much as possible)
- ☐ Wipe down baseboards with a wet cloth

WORKSTATIONS:

- ☐ Remove any dishes or obvious trash
- ☐ Take out trash & replace liners
- ☐ Dust monitors & backs of chairs
- ☐ Wipe down open desk surfaces
- ☐ Remove dust from cords under desks
- ☐ Push in chairs/organize any furniture

CONFERENCE ROOMS:

- ☐ Clean & disinfect all surfaces
- ☐ Clean & disinfect glass doors & walls with Windex
- ☐ Take out trash & replace liners
- ☐ Remove any dishes or food items
- ☐ Tidy & reset conference rooms (push in chairs, etc.)
- ☐ Clean & disinfect monitor screens
- ☐ Dust all furniture, backs of chairs, & ledges

FOOD SERVICE AREAS:

- ☐ Wipe & sanitize all surfaces
- ☐ Sanitize kitchen sink
- ☐ Load & run dishwasher
- ☐ Take out trash & recycling + replace liners
- ☐ Spot clean & disinfect behind and around trash & recycling
- ☐ Clean & disinfect inside the microwave
- ☐ Refill hand soap
- ☐ Unload dishwasher
- ☐ Wipe down exterior & under appliances
- ☐ Generally tidy area
- ☐ Wipe down water machine & empty water tray
- ☐ Clean & disinfect under the water machine
- ☐ Wipe down all shelves in the refrigerator & freezer
- ☐ Ensure honey, tea, oils, sugars, etc. are fully stocked
- ☐ Remove all honey, tea, oils, sugars, etc. and clean tray
- ☐ Empty all cabinets & drawers and clean interior surfaces
- ☐ Clean & disinfect coffee machines

COMMON AREAS & LOUNGES:

- ☐ Clean & disinfect all surfaces
- ☐ Clean & disinfect glass doors and walls
- ☐ Take out trash & replace liners
- ☐ Sanitize switches, door handles, etc.

- ☐ Remove any dishes or food items
- ☐ Unpack deliveries & put away all supplies
- ☐ Dust printer
- ☐ Ensure printer has paper stocked
- ☐ Straighten couches/furniture & fluff pillows
- ☐ Dust all shelves in reception/entrance area

BATHROOMS:

- ☐ Clean & disinfect sinks & counters
- ☐ Clean & disinfect toilets & urinals
(including base & behind toilet)
- ☐ Clean & disinfect toilet paper dispensers and feminine waste bins
- ☐ Wipe down glass areas
- ☐ Sweep & mop floors
- ☐ Take out trash & replace liners
- ☐ Restock toilet paper
- ☐ Restock paper towels
- ☐ Refill hand soap dispensers
- ☐ Restock toilet seat covers
- ☐ Sanitize switches, door handles, etc.
- ☐ Restock other items (tampons, mouthwash, etc.)
- ☐ Clean & disinfect all baseboards & windowsills
- ☐ Dust vents/fans

LOCKING UP:

- ☐ Ensure doors are locked & secure
- ☐ Close & lock all exterior facing windows

TRASH:

- ☐ Breakdown all cardboard boxes & bundle together
- ☐ Put all trash in designated pick up area

SUPPLIES:

- ☐ Ensure all supplies are put away & organized in the supply closet



APPENDIX:

ADDITIONAL RESOURCES

BOMA [Getting Back to Work](#)

CDC [How to Protect Yourself](#)

IFMA [Coronavirus Preparedness Resource Center](#)

ICSC [COVID-19 Re-Opening Best Practices](#)

ISSA [Cleaning and Disinfecting for COVID-19](#)

WHO [COVID-19 Myth Busters](#)

APPENDIX:

KEY TERMS

Clean: Removing dirt from a surface. It's the first step before sanitizing or disinfecting.

Sanitize: Lowering the number of germs on a hard surface to a safe level, as judged by public health standards.

Disinfect: Killing close to 100% of germs (such as coronavirus) on hard surfaces.

High-Touch Surfaces: Include, but are not limited to, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, printers, etc.

PPE: Personal Protective Equipment. This includes (but is not limited to) masks, gloves, goggles, face shields, etc. worn to minimize exposure to pathogens.

Air Filtration System: Internal system of fans that pull air into filters and remove airborne particles, circulate the air and return purified air in the room.

HEPA Filters: High-Efficiency Particulate Air filters – a type of filter that can trap 99.97% of particles that are 0.3 microns, blocking dust, pollen, mold, and airborne coronaviruses (the virus that causes COVID-19 is approximately 0.125 micron [125 nanometers] in diameter).

CDC: Centers for Disease Control and Prevention – the United States' health protection agency.

WHO: World Health Organization – an agency of the United Nations responsible for leading international partners in global health responses.



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To learn more, visit
<http://escfederal.com/covid-19>