

# Return to the Workplace: FAQs

## access & navigation

### ○ What is the face covering policy?

Face coverings are required to be worn in compliance with local and state orders. While at one of our workplace communities, face coverings are required in the following areas: when entering and exiting buildings; hallways, stairways, elevators, restrooms, shared amenity spaces, parking facilities, and all other common areas; outdoors and maintaining six feet of distance from others is not possible.

Customers and their employees are encouraged to discuss these requirements, and our on-site teams are available to answer any questions. We've created a [short one-pager](#) for you to review and share with your teams, partners and vendors.

### ○ How are face covering guidelines enforced?

If a customer is not wearing a face covering in a space where they are required to do so, our team members will kindly remind them to put one on. If a customer does not have a mask, one will be provided to them. Our on-site teams are working directly with customer contacts to ensure all employees in the workplace, as well as visitors and vendors, understand their role in keeping our space healthy.

### ○ Will there be temperature checks to enter the building?

Irvine Company will not be performing temperature checks to enter the workplace. Individual companies may choose to follow their own screening guidelines in their suites.

### ○ What is the touchless entry/exit policy?

We are leaving doors open and redirecting traffic flow where possible, based on building system options. Please only use marked entry and exit points.

### ○ Has building access changed?

Modifications may be made to building access to support safe physical distancing.

Please bring access cards for entry/exit use, where required.

- **Are stairwells open?**

Stairwell access may vary depending on your workplace. For example, in some workplaces, access may be limited to exit-only due to fire codes and security protocols.

- **How do I find more information specific to my workplace community?**

Contact your Customer Resource Team for the latest information.

## in the workplace

- **Will hand sanitizer be available?**

We've added hand sanitizer stations wherever possible with priority given to lobby spaces.

- **What are you doing to support physical distancing?**

We've implemented new protocols, like redirecting foot traffic and adding directional signage, to maintain 6-foot physical distancing in our community spaces. We're reducing elevator occupancy to keep everyone safe. Please follow directional signage and occupancy guidance.

- **When will an amenity or common area reopen?**

We're working to reopen these spaces safely in keeping with state, local and CDC guidelines. Reopening timelines will differ depending on your workplace and your Customer Resource Team will have the latest information.

- **Is the cafe or restaurant in my workplace open?**

Some on-site dining options are open for grab-and-go. Your Customer Resource Team will have the latest information on reopening timelines and additional food options for your workplace.

- **When will fitness centers open?**

We are currently developing our fitness center reopening plans to ensure compliance with local and state regulations. Reopening dates will be determined based on building occupancy.

We are also carefully considering the operational costs required to support efficient and safe fitness operations, which will include enhanced cleaning and additional resources to ensure adherence to safety protocols.

To better understand how our KINETIC fitness centers factor into your return to office strategy with your employees, please share any needs with your Customer Resource Center.

- **When will conference centers be open?**

We are currently developing plans to offer conferencing options that are in compliance with local and state regulations. New procedures include enhanced cleaning and reconfiguring spaces to

support social distancing. Reopening dates will be based on building occupancy. The Commons can be reserved for small outdoor meetings.

We'd appreciate the opportunity to better understand how our Conference centers factor into your return to office strategy with your employees. Please contact your Customer Resource Center to share any unique near term needs.

## response & readiness

### ○ What cleaning products are being used?

Irvine Company and its janitorial service providers use EPA-registered disinfectants.

### ○ How frequently are common areas cleaned?

We clean common areas and high touch surfaces, including door handles and elevator buttons, 4 to 6 times per day with EPA-registered disinfectants.

### ○ How do you clean my company suite?

If Irvine Company is responsible for cleaning your suite, the standard cleaning specifications have been enhanced to focus on hard surfaces and high-touch points, including sanitization of door handles, galley countertops and tables, and conference room tables and chairs. Above-standard cleaning and sanitation options are available for customer suites overnight, including electrostatic disinfecting. Please contact your Customer Resource Team for more information.

### ○ Will you be cleaning our suite prior to our teams returning to the workplace?

Yes. Under our "Welcome Back Cleaning and Sanitization" program, Irvine Company is providing an enhanced suite cleaning prior to your company's return-to-work date using EPA-registered disinfectants. Janitorial teams will wipe down high touch surfaces such as office door handles, appliance handles and flat surfaces like galley countertops and conference tables. These surfaces must be clear of any office supplies or papers prior to cleaning. Please notify the Customer Resource Team of your intended re-occupancy date. *This re-occupancy cleaning is available for customers who currently receive suite cleaning services through Irvine Company.*

### ○ How do you monitor air quality?

Our engineers proactively monitor air quality, including filtration, ventilation rates, temperature and humidity levels for an optimized workplace environment. Additionally, as part of our facility readiness process, indoor environmental consultant UL performs onsite Indoor Environment Quality (IEQ) testing that goes above industry standards. IEQ testing evaluates air, water and cleaning effectiveness in the workplace community.

○ **Which air filter do you use?**

Our mechanical systems use high-efficiency MERV (minimum efficiency reporting value) rated air filters based on the latest industry guidance. Filters are disinfected as part of the replacement process and coils/unit interiors are sanitized to maximize air quality.

○ **How does building ventilation work?**

We've maximized ventilation rates with regular fresh air exchange, and flush and replace the air in our workplaces at regular intervals based on system design.

○ **How are you sanitizing parking garages?**

Parking garages are cleaned up to six times per day. Parking garage elevators and stairwells are fogged overnight, three times per week.

○ **What is Irvine Company doing when a positive case is reported?**

When we are notified a customer, vendor or guest has tested positive for COVID-19 and been at one of our buildings, we activate our positive case notification process. This includes collecting details about the case, cleaning the affected areas, and communicating with key contacts in each company.

## on-site team

○ **Is the customer resource center open?**

For everyone's safety, the Customer Resource Centers in our workplaces are currently closed. However, our Customer Resource Team continues to be available virtually to answer questions via phone or email.

○ **How do I submit a maintenance request?**

Maintenance requests can continue to be submitted via [Angus](#). All Engineering team members who visit your suite are required to wear face coverings.