

SILVER SUITES OFFICES

PLANS & PROCEDURES AT SILVER SUITES 7 WTC



SILVERSTEIN
PROPERTIES





Dear Client(s):

On behalf of everyone at Silver Suites, I look forward to seeing you and your colleagues in person again.

We and Silverstein Properties have established the following protocols to ensure the safest environment for you and our entire community of Silver Suites clients, Silver Suites employees, our building, and guests.

While we ask that you and your colleagues follow all of our protocols, everyone entering the building and Silver Suites must be responsible for their own behavior. Everyone should perform a self-health check each morning, prior to leaving their homes, to determine if they are healthy enough to report to work.

No one should enter the building if they are not feeling well or have a temperature. We are asking all of our clients to ensure that their employees follow these guidelines. We are encouraging everyone to act responsibly – inside and outside of the office – to protect the health and safety of everyone in the building.

Thank you for your understanding.

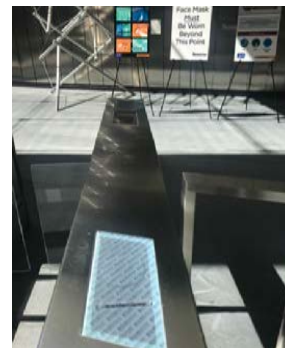
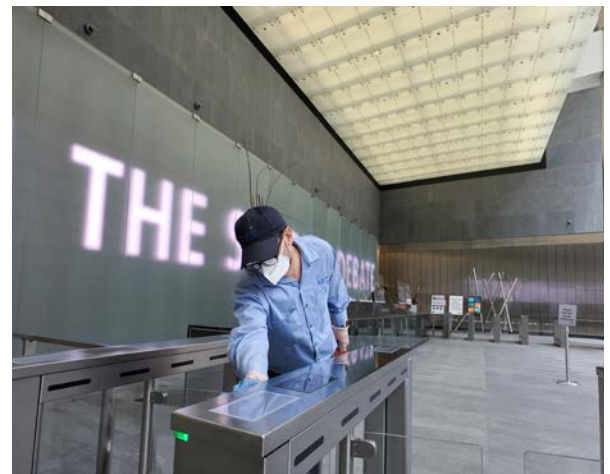
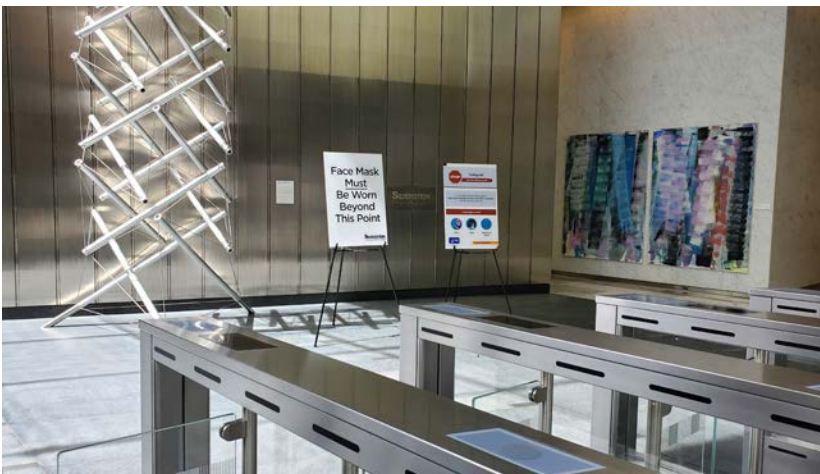
I look forward to seeing you soon.

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BUILDING ENTRY + COMMON AREAS

Measures to protect your health and safety

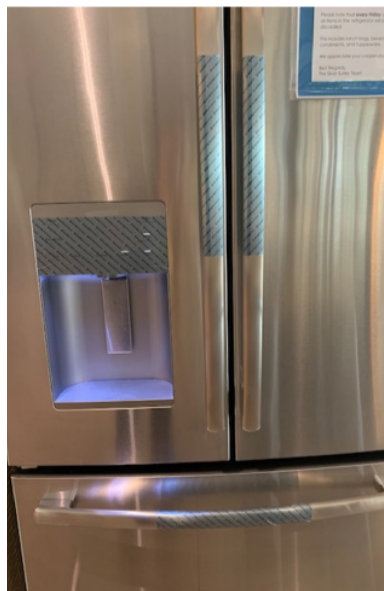
- All lobby security/reception desks have vertical shields installed to create barrier between guards/receptionists, tenants, guests, and visitors.
- No one will be permitted to pass through turnstiles into secure areas of building without facial protection/masks.
- Once in secure areas of building, all individuals must continue to wear facial protection while they are outside of their demised premises.
- Anti-Microbial Film has been installed on all public area door handles, elevator call buttons/panels, and bathroom door handles (not in lieu of cleaning, but as a supplement to cleaning/disinfecting).
- Visitors and guest access will be permitted from 10:00am — 5:00pm, Monday through Friday only.
- This is only a sample of the new protocols being implemented by the Building. We encourage you to read the Building Protocols for more information.



SILVER SUITES ENTRY

Our commitment to protecting our community

- A vertical shield has been installed at our reception desk to create barrier between the Client Service Representatives, clients, guests, and visitors. All Silver Suites employees, as well as third party vendor employees, are required to wear masks at our main desk or in common areas and gloves when stocking supplies, handling mail, or opening conference rooms.
- We respectfully request, and strongly encourage, all our clients to wear masks in our common areas (reception area, hallways, kitchen, lounges, conference rooms, and bathrooms) to help protect yourself, other clients, and our staff.
- Antimicrobial film has been installed on all public area door handles, equipment in kitchen and conference rooms, and phones in our phone rooms. (not in lieu of cleaning, but as a supplement to cleaning/disinfecting).
- Our Reception area, Conference Rooms, Lounge and Kitchen Facilities have been configured to maintain and promote social distancing.
- New signage has been added throughout Silver Suites.
- Please reach out to our client service team if you plan on rearranging your office. Our staff is available to help facilitate the arrangement of your office layout.
- Please note that our new office hours will be Monday – Friday, 9am to 5pm.
- Social distancing will continue to be an integral part of staying safe and healthy.



HEALTH + SAFETY

Self-monitoring and communication is key

Positive Cases of COVID-19: Should a Silver Suites employee or Silver Suites client test positive for COVID-19, Silver Suites will share this information. We ask all our clients to please notify us if they have a positive case and we will promise to keep the identity of all confirmed positive cases confidential. Silver Suites will take the necessary steps, guided by the CDC and NY Department of Health, to ensure the health and safety of the rest of our community.

Presumed Cases of COVID-19: Should a Silver Suites employee or Silver Suites client exhibit any symptoms or if they believe they have had a contact with someone that has COVID-19, we ask that you notify us so we can take the necessary steps to ensure the health and safety of the rest of our community.

- We ask that any client or employee that thinks they have contracted COVID-19, or been exposed to it, do not return to Silver Suites until they have been symptom free for 14 days or have been cleared by a doctor.
- We ask that any client or employee that has tested positive for COVID-19, do not return to Silver Suites until they have been cleared by a doctor or has been symptom free for 14 days.
- Please note we will continue to notify you of any cases in the building that directly affect our elevator bank.



VISITOR POLICY

Limiting access to reduce risks

- We ask that visitors and guests be limited for the foreseeable future, to the extent possible.
- All visitors and guests must be pre-registered and will be given designated times for entry into the building — “walk-ins” will not be permitted to enter the building.
- Visitors and guest access will be permitted from 10:00am — 5:00pm, Monday through Friday only. Please notify our client service representatives as soon as you know you will be having guests, so we can make sure they are pre-registered and will not have trouble coming in.
- The building requires that any client, visitors, or guests must wear a mask when entering the building. They must continue to wear a mask in public and common building areas, including elevators, corridors, bathrooms, etc.
- We respectfully request, and strongly encourage, all guests to wear masks in our common areas (reception area, hallways, kitchen, lounges, conference rooms, and bathrooms) to help protect yourself, other clients, their guests, and our staff.
- There will be no congregating or loitering in the main building lobby areas or the Silver Suites reception areas.



TRAFFIC FLOW

Monitoring social distancing

- The pandemic has created the need to monitor social distancing within the property. The two areas that are of concern are the lobbies and elevators. Consideration has been given to traffic flow and elevator management. Security officers have been placed in each elevator bank to monitor compliance with social distancing during peak hours.
- Traffic flow plan has been designed with the intent to keep people moving in the same direction and facilitate social distancing.
- A new floor traffic plan has been designed within Silver Suites with the intent to facilitate and encourage space through one-way circulation.



SANITIZATION + AIR QUALITY

Enhanced measures throughout the space

Silver Suites has been working diligently with Silverstein Properties and our cleaning partner to keep the space clean and safe. In addition to the standard day and night cleaning of common areas, Silver Suites will be adding staff to complete “enhanced cleaning”/disinfecting in the bathrooms and common area touchpoints throughout the day, as follows:

- **Lobby:** Door handles, reception desk, and reception furniture.
- **Kitchen:** Door handles, refrigerator, microwave, coffee machines, water machine, kitchen sink, vending machines, electronic equipment, and all kitchen surfaces.
- **Lounge:** Furniture, books, electronic equipment, and surfaces.
- **Copy Room:** Printer and surfaces.
- **Lounge:** Furniture, books, electronic equipment, and surfaces.
- **Phone Rooms:** Phones and surfaces.
- **Conference Rooms:** Door handles, surfaces, and electronic equipment.

Hand sanitizer stations will be placed throughout the space.

All disinfecting will be completed throughout the entire day, utilizing CDC approved disinfectant materials and PPE (Personal Protective Equipment).

Silver Suites can provide information on additional enhanced cleaning and sanitation services in your own suites, as requested. Please note that any further enhanced cleaning in your own suite, will be at an additional cost.

Ventilation with outdoor air is critical to decreasing disease transmission rates. To that end, base building demand-controlled ventilation (DCV) has been temporarily disabled to increase building ventilation.

- **All 7 WTC filtration** currently exceeds ASHRAE’s* recommendation of Minimum Efficiency Reporting Value (MERV) 13. In addition, Silver Suites system uses high quality filters to enhance air filtration and conditioning.

* The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) is an American professional association seeking to advance heating, ventilation, air conditioning and refrigeration systems design and construction.

KITCHEN FACILITIES

Upholding social distancing

- You will find our Kitchen Facilities have been transformed to help uphold social distancing.
- To help maintain spacing, the tables and seating have been removed.
- Our kitchen amenities have been updated with single-use items. Please note that we will not be providing Silver Suites glasses or mugs at this time.
- Single serve coffee machines will continue to be available for use.
- Our client service team will be emptying the refrigerator nightly. Please make sure to remove your items by 4:30pm each day or if you need to keep something overnight, please notify our client service team prior to 4:30pm. Please only leave food and no condiments in the refrigerator.
- Please do not leave any personal items in the sink. If you would like to wash it, you must do so right away and immediately dry it before taking it back to your office. If anything is left in the sink, it will be discarded.



CONFERENCE ROOMS + COMMON AREAS

Limiting capacity to enforce social distancing

- You will find that our conference room capacities will not be the same. Please see new occupancy restrictions below:

| | |
|---------------|---------|
| Manhattan: | 5 seats |
| Tribeca: | 4 seats |
| Soho: | 4 seats |
| West Village: | 2 seats |

- There will be a mandatory 15-minute grace period in between meeting reservations so our team can sanitize the conference room in between meetings. Please be mindful to notify Silver Suites team if you think your meeting will run over.
- Our client service team will be happy to provide single use coffee cups or water cups upon request for each meeting.
- We will be temporarily closing our Phone Booths.
- To maintain social distancing, we will be removing some chairs in our common areas. We encourage you to still take advantage of our common lounges but please be mindful to not overcrowd those areas.
- We strongly encourage you to wear face coverings in conference rooms and other common areas.



FOOD DELIVERIES

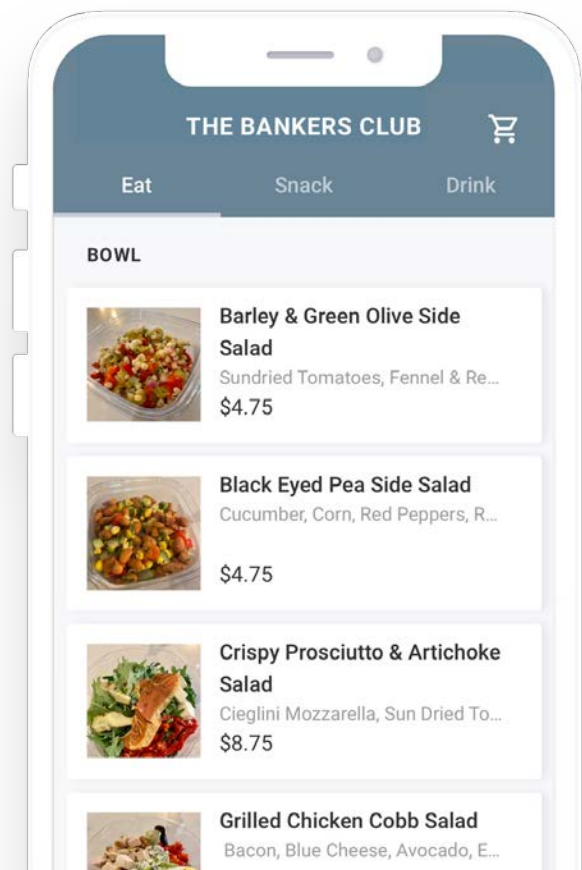
Minimize the need to leave the building

As we navigate through these next few months, Silver Suites has partnered with food provider, Great Performances to minimize your need to leave the building for meals while at work.

You can order through our INSPIRE app and the food will be delivered directly to our floor. Individual food deliveries will not be allowed into building. Tenants must meet persons delivering food outside of the building.

With a kitchen located at Silverstein Properties' 120 Broadway, Great Performances is a catering company whose menus are a plant-forward celebration of contemporary American cuisine, maintaining a strong emphasis on seasonality and the sustainable sourcing of ingredients. All items are now pre-portioned and served individually in clamshell packaging or bowls to ensure health and safety.

**GREAT
PERFORMANCES**





SILVERSTEIN
PROPERTIES

Contact

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