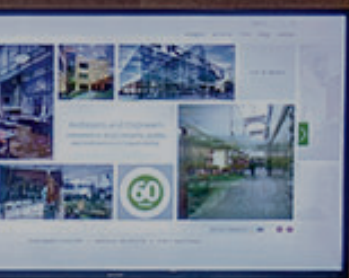


TOWERPINKSTER RETURN TO WORK GUIDELINES

EDITED: MAY 4, 2020



TowerPinkster

Architecture · Engineering · Interiors

Tower Pinkster Titus Associates Inc.

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As you read these guidelines, please know that they were developed with your utmost safety and health in mind and the safety and health of those around you as well as others. We realize that some of these guidelines may seem restrictive or challenging, yet this cautious approach will hopefully keep all of us safer!

Disclaimer: As of May 4, 2020, we have not implemented these guidelines. We will adjust these guidelines per CDC and OSHA requirements when available.



INTRODUCTION

Whenever the Executive Order is lifted [currently slated for May 15, 2020] and we decide to return to working in our existing office space, we have developed a 'return to work' strategy and a series of guidelines to follow. Our guidelines are intended to supplement the CDC, OSHA, and State guidelines to be specific to our business operations. It will not be 'business as usual' as it was before and we have considered the impacts of the COVID-19 pandemic on our work environment and protocols to make it safer for our team to work in the office. We realize that we will all need to be flexible, adaptable, and fluid as we strive to get back to a 'new normal' in our workplace. The following is our starting point knowing that these guidelines will evolve and will remain in place for the months of June and July 2020 and will be revisited and revised as necessary and may be extended into August 2020 or beyond pending the evolution of the pandemic.

We are asking every one of you to help with our prevention efforts while at work. In order to minimize the impact of COVID-19 at our workplace(s), everyone must play their part. As set forth below, we have instituted various housekeeping, social distancing, and other best practices at our workplace(s) to minimize exposure to COVID-19 and prevent its spread in the workplace. All employees must follow these best practices at all times for them to be effective. Beyond these best practices, we require employees to report immediately to their managers or supervisors if they are experiencing any signs or symptoms of COVID-19, as described below. If any employee has a specific question about these Guidelines or COVID-19, they should ask their Manager/Supervisor or contact the HR Department.

STRATEGY TO “RETURN TO WORK” AT THE OFFICE

Our intent is to ease back into working in our office environments versus having everyone come back into the office on the first day allowed by the government. We will initially pause one week beyond the Monday that the Executive Order is lifted before we start the following phased approach:

Phase 1

The first two weeks will consist of a smaller team (6-8 people per office) to reset each office for physical distancing, to set up sanitizer and cleaning products at workstations, and to review and incorporate any other improvements or lessons learned during this phase of ‘return-to-work’ before the next group of employees come back to the workplace.

Phase 2

In the next two-week period, we will continue the phased approach by having approximately one-quarter of each office population return to the office. This will allow us to evaluate our ‘new normal’ workplace environment and be able to work through additional modifications or situations that we need to address physically or via guidelines.

Phase 3

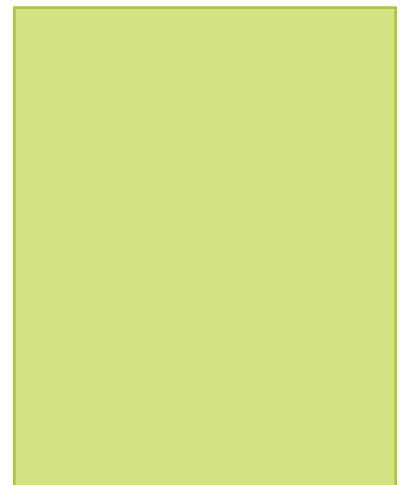
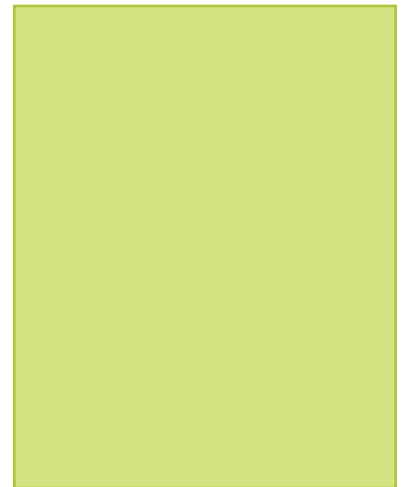
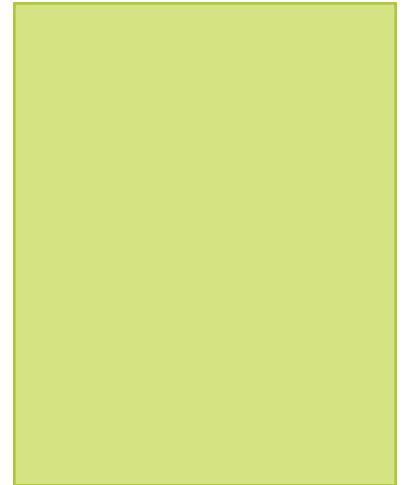
In the next two-week period, we will include another approximately one-quarter of the team in each office to continue the incorporation, modification and adaptation to our ‘new normal.’

Phase 4

The last phase will include bringing the final one-quarter of the team members back to the office environment except any team members that are not able to return to the office due to providing childcare at home or are at higher risk or have a family member that is higher risk. These team members will continue to work remotely until such time that it is safe for them to come back to the office.

If you are not in the Phase that is working in the office but need something from the office, we will continue to allow you to come in to do so. You will still need to notify the Manager of HR and your Manager/Supervisor prior to visiting to office. Also, we request that you come to the office directly from your home and do not make any stops prior to visiting the office.

Our COVID-19 Response Team members consist of: Heather Kirby, Adam Doubblestein, Carrie Hoch-Mortlock, Bjorn Green, and Don White.



GENERAL GUIDELINES

PROTECTING TEAM MEMBERS

Initial Office Cleaning before Restart

Prior to the start of Phase 1, we will have the offices cleaned by a professional cleaning service that uses an electrostatic disinfectant product to provide a higher level of disinfectant across all surfaces.

Dress Code

For at least Phase 1 and 2, we will relax the dress code and allow jeans and a business casual top to be worn to the office with the understanding that if you have a client interaction you should dress appropriately for that day.

Workday Standard

It is requested that when you are in the office, you spend the majority of your time at your respective workstation with limited trips to the restroom, the café (eat lunch at your workstation or other private setting), and other areas as necessary. In-office communication with another team member is preferred to be made via phone or remote technology.

Enforce Social/Physical Distancing Guidelines

If face-to-face communication is required with other team members, enforce the 6' social distancing guidelines for informal chats, at workstation spaces, for all meetings, for café/lunch areas, etc.

Front Desk

The front desk will be manned from 8am to 4pm daily during this period.

Package Delivery

There will be an area designated in each office (the first floor lobby in Grand Rapids, and the former Frostburn Suite on the first floor in Kalamazoo – across the public lobby) for USPS, FedEx, UPS, and other deliveries of materials, samples, and the like. There will be signage in the lobby for the delivery personnel to call the Reception desk to notify us of a delivery. No delivery personnel will be allowed to enter the office.

Team Member Events

All catered team lunches, happy hours, or other team related events will be canceled for June and July and we will revisit this guideline for August.

Refrigerator/Coffee Maker/Microwave/Toaster Oven/Water Dispenser

For now, these appliances are going to be 'off limits' and not used to help limit potential contamination.

Coffee/Pop/Water

For now, we request that you bring your own coffee, pop, water, or other non-alcoholic beverages to work. We also request that you not leave the office during the workday to purchase coffee or other beverages. These guidelines are to help limit potential contamination.

Communal Treats

While we all love communal treats (i.e. sharing donuts, bagels, cookies, and other treats with the team), we will not allow treats to be brought into the office for sharing during June and July and we will revisit this guideline for August.

Personal Meals

For now, we request that you BYOF [bring your own food] to the office each day and keep it cold in your own cooler at your desk. We ask that you do not order lunch to eliminate delivery drivers coming to the office, and do not go out to lunch to reduce the chance that you bring back any contamination from eating out. You can go home for lunch if that is something that is feasible. Again, we ask that you not use the microwave, toaster oven, or refrigerator to limit potential contamination.

Company Cars

We will suspend the use of company cars for June and July and revisit in August. You will need to use your personal vehicle and continue to request a rental car per our standards for specific travel of beyond 150 miles round trip. We have talked with Enterprise about their processes to keep cars disinfected and here is a brief summary:

- Rentals are still handled curbside with delivery to our offices, as before.
- They are practicing proper distancing and using disposable gloves when cleaning and disinfecting cars. If they learn a car has been exposed, they remove from inventory.
- They have enhanced car cleaning procedures following CDC recommendations. This includes vacuuming and disinfecting all areas of the car including the key, key fob, center console, cupholders, compartments, seat surfaces, pockets, areas between seat, console, steering wheel and column, door jams, dashboard, accessory panel, door interiors and exteriors, handles inside and out, mirrors, instrument panels, and high touch areas.

Office Access/Security

We will use the main entry in each office [Kalamazoo – first floor suite entry; Grand Rapids – Division Street entry] as the single point of entry/exit if you need to perform a Self-Check at the office. If you performed a Self-Check at home, you can use the other standard key fobbed access doors in either office. The suite Front Door in the Kalamazoo Office and the Elevator in the Grand Rapids Office will remain locked with key fob access only to limit access to the office space. In Grand Rapids, it is recommended that only two (2) people ride the elevator at the same time.

Sick Team Member

It is required that if you are sick or have flu-like symptoms you need to notify your manager/supervisor and stay home. We would rather err on the side of caution instead of impacting the entire office. If you become sick at work, you must leave work immediately and return home to self-isolate for 14 days, if you are able to drive yourself home. If you are not able to drive, you need to place yourself in quarantine in the Quality of Life Room with your face mask on and contact someone to pick you up. You will need to contact your doctor and contact HR at your earliest convenience. HR will identify employees you came into contact with who will also be asked to self-isolate for 14 days. In addition, HR will contact the local health department for assistance.

COVID-19 Case

If one of our team members who has been to the office after working remotely contracts the COVID-19 virus then we will need to shut down the office, disinfect it properly and not reopen for three days, or whatever the CDC guidelines recommend. We will extend the Phase of our 'Return to Work' strategy that we are in at the time accordingly.

PERSONAL HEALTH AND SAFETY GUIDELINES

The general symptoms of COVID-19 are listed below. You can visit the CDC website for more information and a 'Self-Checker' if you feel you have symptoms related to COVID-19 (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>).

- Fever
- Cough
- Tiredness
- Shortness of breath, difficulty breathing
- Pain or pressure in chest
- Body aches, chills, and diarrhea

Perform a Self-Check

If you do not feel well, stay home. If you feel well, you will be required to perform a Self-Check at home prior to coming to the Office and record it on this form (<https://forms.gle/H5QitT1hsXdqgXm98>):

- Take your temperature. We ask that you take your temperature at home prior to coming to the office. If you do not have the ability to take your temperature at home, you will be required to take your temperature upon arrival at the office (IR thermometers will be available in each office). You will need to record your temperature daily via the confidential, secure electronic Google Form link above. The CDC has classified COVID-19 as a community spread pandemic. Per the Department of Labor and American with Disabilities Act, an employer collecting an employee's temperature is permissible and not a violation of the HIPAA Privacy Rule, because doing so is in connection with protecting its workforce. The recording of employee daily temperatures will be collected in a confidential manner and stored in a protected location. If you have questions, you can reach out to the Manager of HR or you can review the Employee Rights Posters on our TowerPinkster Intranet as follows: MyDrive/Intranet/Support/HumanResources/EmployeeRightsPosters
- After taking your temperature. Do I have a temperature greater than 100 degrees? The general guidelines for taking your temperature is as follows:
 1. Take your temperature in the morning as soon as you wake up before you take a shower or eat.
 2. If you do eat or drink, wait at least 30 minutes before taking your temperature.
 3. If you exercise or bathe, wait at least 1 hour before taking your temperature.
 4. The CDC guidelines state that a fever in an adult is as outlined below based on how the adult takes their temperature:
 - a. Oral or Axillary – a fever is 99.7 degrees or higher
 - b. Armpit – a fever is 99.7 degrees or higher
 - c. Ear – a fever is 100.6 or higher
- Do I have symptoms of respiratory illness, cough, shortness of breath, difficulty breathing, sore throat?
- Have I come into contact with someone that has tested positive for COVID-19 or has symptoms related to COVID-19?
- If you answer yes to any of the above, do not report to work and likely seek medical advice from your physician.

Practice Social Distancing

- You should stay primarily at your workstation and limit your movement around the office to only essential places.
- Put distance between yourself and others, at least 6 feet apart.
- Look for arrows on the ground in certain areas to follow traffic patterns.
- Look for X's on the floor in certain areas which indicate how far apart you should be from anyone around you.
- Look for X's in conference rooms indicating where you should sit.
- Do not congregate, hang out, or socialize in conference rooms, team spaces or open areas.
- Limit printer usage - only print what is necessary and wipe down the handles and keypads after use.

Self-Hygiene – Clean Your Hands Often

- Wash your hands with soap and water for at least 20 seconds as often as possible, especially after you have been in a public space, restroom, after blowing your nose, coughing, or sneezing. Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw the used tissue in the trash and immediately wash your hands.
- Use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub the together until dry.
- Hand sanitizer will be provided at workstations and high traffic areas which include restrooms, café areas, lobby, conference rooms and team spaces.
- Avoid touching your eyes, nose and mouth, especially with unwashed hands.
- Practice respiratory etiquette, including covering coughs and sneezes.
 1. Cover your mouth and nose with a tissue when you cough or sneeze.
 2. Put your tissue in a waste basket.
 3. If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands.
 4. Wash your hands after coughing or sneezing with either soap and water, or hand sanitizer.

Clean and Disinfect Touched Surfaces

- Use disinfectant wipes or cleaner to wipe down every item you touch. This includes doorknobs, handles, light switches, countertops, faucets, sinks, restrooms, printers, conference tables, kitchen areas, and your workstation. Disinfectant wipes or cleaner will be provided in high touch areas.
- We request that you wipe down your workstation each night before you leave the office.

Returning Home Considerations

When you do return to the office, we would ask that you consider developing a daily procedure to follow when you go home each day. This may include creating a remote space to disrobe, putting your clothes directly into the laundry, showering immediately upon your return home, leaving shoes, coats, etc. in the garage, or other considerations to keep you and your loved ones as safe as possible.

PERSONAL PROTECTIVE EQUIPMENT (PPE) + CLEANING PRODUCTS

Face Masks

- We have purchased a cloth face mask for each employee, and it is available if you want it, or you may bring your own if you prefer.
- We strongly encourage you to wear your face mask at work when around others, if you need to attend a meeting, and when walking around the office. You should also wear a face mask when you are out in public, working on a job site, and in physical contact with a client or others.
- Continue to keep 6 feet between yourself and others. The cloth face mask is not a substitute for social distancing.
- If you are in a situation at the office where you cannot meet the 6-foot safe distancing guideline, you must wear a face mask.
- If a Client is coming to our office for a meeting, please ask them to bring a face mask. If they do not have a face mask, we will have extras at the office to provide one to them upon their arrival.
- If there is a strong need for a face-to-face meeting with a Client at their office, make certain to ask them if they have guidelines for the meeting such as:
 1. Do they have any post-COVID-19 guidelines that we must adhere to for visiting the premises?
 2. Do they require any PPE items (i.e. face masks, gloves, glasses, etc) be worn on premises and at the meeting?
 3. Do they desire paper copies or is a digital presentation with a PDF file emailed to them post meeting acceptable?

Disposable Gloves

- We will have a supply of disposable gloves at the office if you desire to wear them while in the office. Or, you may bring your own gloves to the office.

Protective Clear Eyeglasses

- If you desire, you may bring and wear protective clear eyeglasses at work.

PHYSICAL OFFICE GUIDELINES

Workstation Modifications or Decommissioning

We have evaluated the distances between workstations related to the 6' distance guideline recommended by the CDC and will be implementing reconfigurations or decommissioning of workstations during certain Phases as we return to the office. We have reviewed the configuration of certain workstations like back-to-back monitor areas, the benching stations in GR, and the intern stations, and are developing safe and responsible solutions. This may include installation of temporary dividers between the back-to-back monitor areas, and at benching stations in GR, and there may be a need to decommission some areas that are too close together given the current guidelines. Some people may be asked to relocate to either different workstations, or to work in areas like common spaces / collaboration areas instead for a phase of time. We appreciate your flexibility as we are continuing to evaluate the abilities to supplement and add dividers for safety.

Café Areas

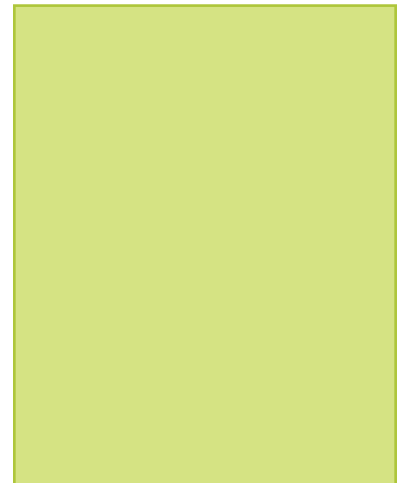
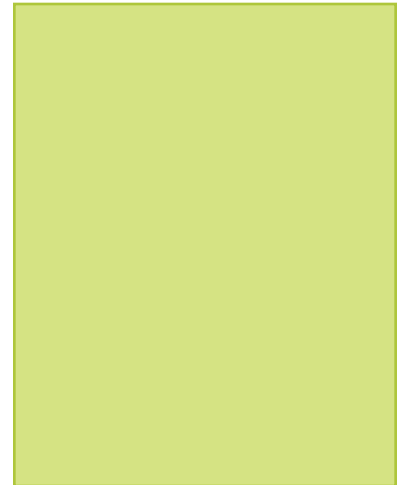
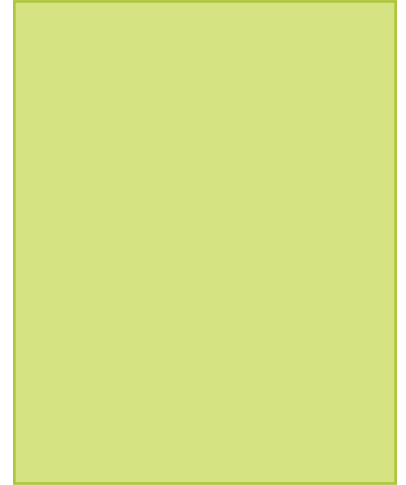
We will post a maximum capacity in the café area, put "Xs" and "Os" on the floor with tape to demarcate a 6' zone around items like the sink area and likely create a one-way travel pattern for high traffic areas. We request that you wipe down any handle you touch with a disinfectant wipe.

Conference Rooms

The recommendation is that the majority of client or team meetings happen remotely with only the meeting organizer and potentially only one other team member (if required) physically in the conference room with additional attendees joining remotely via technology (Zoom or other). We will add demarcation on the tables to create a 6' distance between seats and remove extra chairs. If a face-to-face meeting is absolutely required there will be a max. capacity posted in each conference room. We request that you wipe down the surfaces upon arrival and before exiting the room.

Mechanical System Improvements

The Mechanical team has been investigating potential Indoor Air Quality enhancements to our mechanical systems to improve our overall indoor environment.



MEETING GUIDELINES

Client Meetings

For the time being, all Client meetings are requested to be held via remote technology (Zoom, GoToMeeting, Skype, Microsoft Teams, Google Hangouts, etc). If there is a demand from a Client for a face-to-face meeting, the recommendation is that the meeting be held in the Client's office and that one team member attend and all other team members join via remote technology. Or, if the Client is requesting to come to our office then no more than two (2) Client representatives may visit at once. The Client's will be required to meet in either the lobby space or one of the two conference rooms adjacent to the lobby space.

Internal Meetings

For the time being, all internal team meetings will be run by the meeting organizer via remote technology (Zoom, GoToMeeting, Skype, Microsoft Teams, Google Hangouts, etc) either at their workstation or in a conference room. If there is the absolute need for a face-to-face meeting their will be a maximum capacity allowed that will be posted in each conference room.

Construction/Job Site Meetings

The preference is that all OAC meetings continue to be remote (unless requested differently by a Client). If there is a request for a team member to visit a job site, the recommendation is that it is done later in the day (after 3:30pm or so) when most contractors/subcontractors have left the job site for the day. Our request is that the team member does not return to the office after visiting the job site. If required to visit the job site, team members must travel individually in their own car.

Staff Meetings

All staff meetings will be held as Zoom meetings with team members joining the meeting from their workstation or remote office if working from home.

Business Development Meetings

The preference is that all meetings with potential new clients be held via remote technology, or with only one team member attending the meeting. All BD lunch meetings and events will be requested to occur virtually until the end of June, or if absolutely necessary we will require you to work remotely for the remainder of the day after your meeting or event.

Vendor/Visitor Meetings

We strongly recommend that no vendors or visitors of any kind be allowed to visit our offices during this period. All vendor meetings will need to be postponed or will have to be held remotely until notified otherwise.

TRAVEL GUIDELINES

Office Travel

Travel is restricted between the TowerPinkster offices for June and July and we will revisit prior to August to determine next steps.

Work or Personal Travel

If you must travel to or through a known COVID-19 'hot spot' in the US which we are going to define for now as any County with over 250 COVID-19 cases per 100,000 residents (link to map – <https://usafacts.org/visualizations/coronavirus-covid-19-spread-map/>) or travel outside the US for business or pleasure to locations with ongoing COVID-19 outbreaks (link to site – <https://www.cdc.gov/coronavirus/2019-ncov/travelers/>), you will be required to report it to your manager/supervisor and the HR Department and self-quarantine at home for 14 days and work remotely during that time prior to returning to the office.

Again, we are asking every one of you to help with our prevention efforts while at work. In order to minimize the impact of COVID-19 at our workplace(s), everyone must play their part. As set forth above, we have instituted various housekeeping, social distancing, and other best practices at our workplace(s) to minimize exposure to COVID-19 and prevent its spread in the workplace. All employees must follow these best practice guidelines at all times for them to be effective. Lastly, in addition to these guidelines, please use common sense when confronting any situation and if you have questions contact the HR Department.