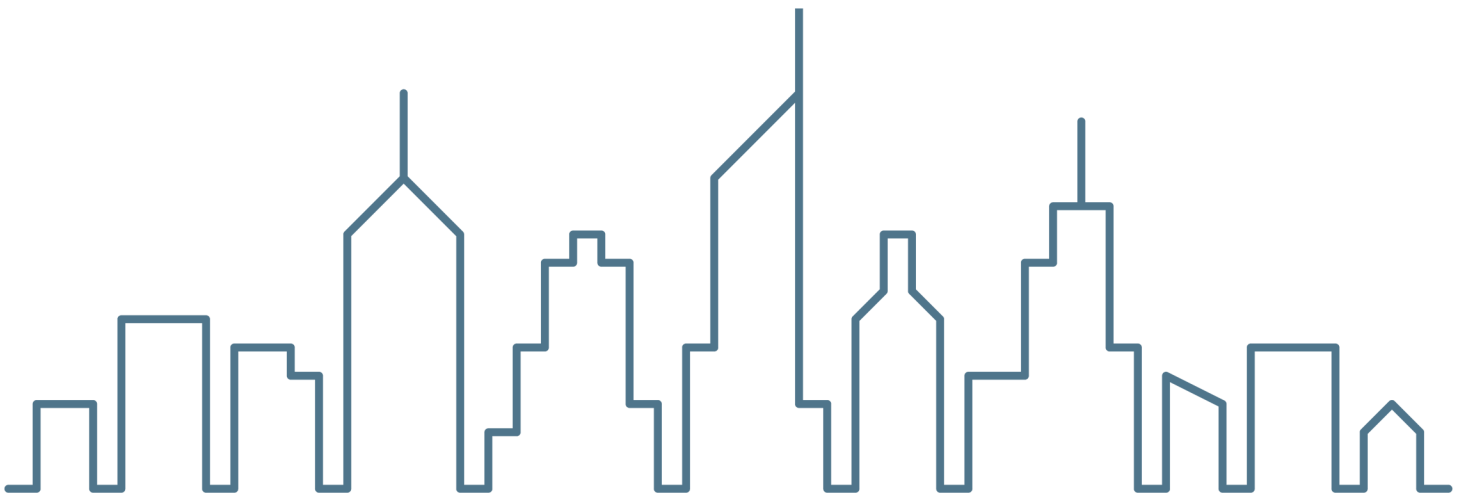


Protecting your business,
your customers and employees
under a new normal

**A GUIDE FOR
COMMERCIAL REAL ESTATE OPERATIONS**



The New Norm for Commercial Real Estate Operations

As many businesses plan to restart operations after a crisis, they'll need to consider a new set of concerns and needs. Those who populate our buildings—office dwellers, shoppers, and guests will come with a heightened sensitivity to cleaning, hygiene, and sanitation. This “new normal” will raise expectations that could determine the success and reputation of each business moving forward.

To help businesses respond to these new expectations, NETWORK has collected some relevant information from industry sources that you could consider as you navigate through these new challenges.

As a national distributor for multi-site locations, NETWORK has been partnering with commercial buildings to provide janitorial supplies as well as cleaning and disinfecting best practices that create welcoming facilities with the highest standards for your customers.

NETWORK understands the importance of cleaning for health and delivers a full range of insights and product solutions from the world's top suppliers. For more than 50 years, NETWORK's value to the commercial real estate industry is knowing what's in the box and how to properly use it to deliver best performance when it matters most.

We have an essential job ahead to help with safety and wellness as people return to a “new normal.”

We've enlisted **Norm** to share important information collected throughout this guide to support your efforts to keep spaces clean and healthy.

Look for his guidance under “**Norm Knows.**”



Key Considerations in this Guide:

1	Coronavirus Disease (COVID-19)
2	Effective Handwashing
3	Social Distancing
4	Caring for your Workforce
5	Preparing to Open
6	Surface Safety
7	Cleaning for Health
8	Distribution by Design [®]



Coronavirus disease (COVID-19) is a respiratory disease of international public health concern caused by a “novel coronavirus” not previously seen.

People with COVID-19 have reported a wide range of symptoms – from mild symptoms to severe illness. Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and trouble breathing. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

The virus may spread by respiratory droplets from an infected person to others through:



- The air** by coughing and sneezing
- Close personal contact**, such as touching or shaking hands
- Touching an object or surface with the virus on it**, then touching your mouth, nose, or eyes before washing your hands



Risk of infection can be reduced by:



- Washing hands often and correctly
- Avoiding touching your eyes, mouth, or nose with unwashed hands
- Avoiding close contact with people who are sick
- Use hand sanitizer if soap and water are not readily available
- Wearing a mask according to federal, state or local guidelines

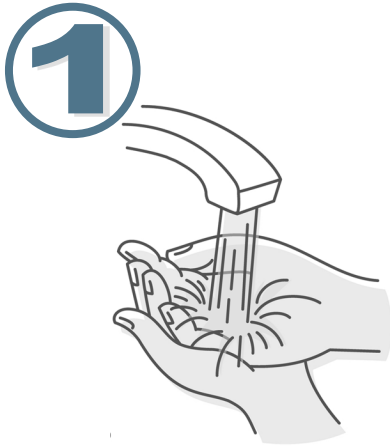
Norm Knows

The 2019-nCoV is a virus. Antibiotics should not be used as a means of prevention or treatment as they are not effective against viruses.

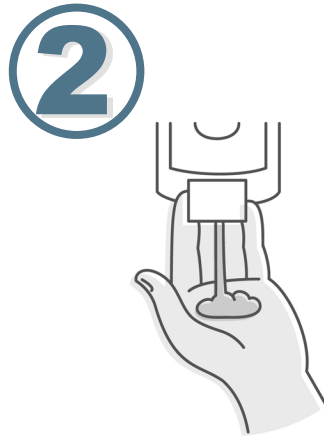
Please note that the situation surrounding COVID-19 is evolving and that the subject matter discussed in this publication may change on a daily basis.



2 Effective Handwashing



1 Wet hands under lukewarm running water.



2 Dispense soap.



3 Rub hands palms together. Left over right and right over left.



4 Rub hands with fingers interlaced. Palm to palm, Left over right, right over left.



5 Rub hands, fingertips into palm to clean under nails. Scrub each thumb individually.



6 Rinse hands thoroughly with running water.



7 Dry hands with clean paper towels.



8 Turn water off using a towel if the faucet is not automatic.



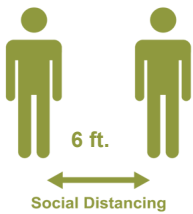
Norm Knows

Handwashing is one of the best ways to protect against spreading germs. Effective handwashing should last at least 20 seconds.

3 Social Distancing

Social distancing means keeping enough space between people to minimize the spread of germs. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible — even if they have no symptoms. The following tips can help you maintain a healthy environment.

Keep larger groups of people from coming together and allow for more physical space between individuals



- Maintain social distancing by the reception desk and in the waiting area
- Limit the number of guests/visitors as the building adjusts to re-entry
- Increase space between lobby furniture and reduce seating to support social distancing
- Place queuing marks in elevator lobbies and consider limiting riders to 4—one in each corner; to ease elevator traffic and wait times, consider opening stairwells and designate “up” and “down” stairwells
- Evaluate staggering work hours and/or workdays to limit building occupancy initially and for some period of time after re-entry (some cities are mandating that occupancy be maintained at less than 50 percent initially)
- Encourage those who can successfully perform their work from home to do so until further notice
- Follow state and local guidelines regarding limits on meetings, gatherings, and corporate events; CDC currently recommends meeting limitations of 10 people or less
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible
- Install physical setups and partitioned workstations, if possible
- Promote virtual meetings whenever possible
- Create a process to enter/leave office and conference rooms

Face masks may be helpful where social distancing is a challenge



- Follow CDC guidelines to maintain social distancing and follow federal, state and local mandates for wearing face masks
- Instruct staff, vendors, and contractors to wear face masks (OSHA requires janitorial staff to wear face masks.) Amend existing service agreements, if necessary, to include these new requirements.



Norm Knows

When an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air they land on others nearby.

Covering your coughs and sneezes along with social distancing can prevent the spread of infection.

Establishing carefully coordinated policies and providing training will help mitigate risks and reduce employee concerns. Employers should keep track of rapidly emerging developments and regulations in their areas and consider taking the steps below.

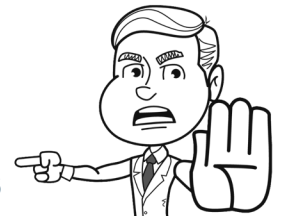
Keep your employees healthy and protected



- Pre-Screen:** Measure employees temperature and assess symptoms prior to them starting work. CDC guidance states the minimum temperature that indicates a fever is 100.4°F.
- Monitor:** Watch for change in temperature and symptoms
- Provide **Personal Protective Equipment (PPE):**
 - Masks, face coverings or respirators
 - Gloves
 - Goggles and glasses

Adjust, communicate, and train

- Train when to use PPE, how to properly put on, use, take off, and dispose of PPE
- Train employees not to share PPE
- Increase air exchange in the building
- Train all cleaning staff on proper cleaning procedures
- Train employees and staff to increase the frequency of cleaning commonly touched surfaces
- Train employees how to monitor for social distancing, sanitation, and hygiene protocols
- Display visible signage to remind employees of proper hygiene procedures and checklists to follow to keep facilities clean and protected
- Educate your employees how to properly interact with your customers to set good hygiene examples with special attention to hand hygiene
- Stagger breaks and reinforce social distancing in the break room
- Educate workers to recognize the symptoms of COVID-19
- Provide instructions on what to do if they develop symptoms
- Comply with OSHA's standards on Blood borne Pathogens (29 CFR 1910.1030), including proper disposal of regulated waste, and PPE (29 CFR 1910.132)
- Reward good behavior – what gets recognized gets repeated!**



Norm Knows

If Employee Becomes Sick

- Immediately send them home**
- Surfaces in their workspace should immediately be cleaned and disinfected**
- Gather information on anyone who had contact within 6 feet with the ill employee**

Every business should have a good cleaning and disinfection program taking into account the areas and materials to be cleaned and disinfected; frequency of cleaning; the proper protocols; and the cleaning and disinfecting products to be used.

Norm Knows



Clean = Germs and soils removed

Sanitize = Germ count reduced on a surface by at least 99.9%

Disinfect = Germs and a wider range of microorganisms killed

More than ever proper cleaning, sanitizing and disinfecting plays a critical role in preventing the spread of diseases. These terms are often used synonymously, but it's important to know the difference.

Plan and Order Now!

Prepare your building by ordering cleaning and hand hygiene supplies well in advance of anticipated reopening to ensure timely delivery. Consider the products and practices that will keep your business functioning at its best and meeting the demands for safer, cleaner spaces.



Cleaning Necessities

- Surface sprays
- Disposable wipers
- Disinfecting solutions and dilutions
- Floor cleaners/sanitizers
- Janitorial carts
- Gloves
- Masks
- Consider upgrades to IOT technology for targeted cleaning resource deployment



Lobby / Public Areas

- Signs at entrances notifying customers to STOP if they are sick
- Position touch-free hand sanitizer stands or wall mounts at entrances/exits
- Add touch-free hand sanitizer stations near high touch points such as doors and elevators
- Floor mats at entryways
- Social distancing signage throughout areas
- Social distancing signage in elevator
- Consider designating entrance separate from exits
- Consider designating one way aisles or staircases
- Provide trash containers for tissues and face masks near entrances/exits and elevators



Communication and Signage

- Handwashing and hygiene guidelines
- Infection prevention best practices
- Steps taken in additional cleaning and disinfection
- Social distancing recommendations and reminders, floor tape and decals



Public Restrooms

- Touch-free soap dispensers
- Hand soap
- Hand sanitizer
- Touch-free paper towel dispensers
- Paper Towels
- Toilet Tissue
- Seat covers
- Seat cover dispensers
- Hand sanitizer station outside restrooms
- Provide trash containers for towels and tissue near exit



Office/Desk Space

- Hand sanitizer available at each desk
- Disinfecting disposable wipers at each desk
- Desk pads to be replaced daily
- Facial Tissues
- Masks for employees
- Social distancing signage throughout office
- Create a process to enter/leave office and conference rooms
- Consider one way aisles or hallways



Break Room

- Wrapped cutlery kits (fork, spoon, knife, napkin/wipe, salt, pepper)
- Touch-free single use dispensers of cutlery
- Single use cups and lids
- Touch-free paper towel dispensers
- Paper Towels/Napkins
- Touch-free hand soap dispensers
- Touch-free hand sanitizer dispensers
- Surface sprays
- Disposable wipers for cleaning
- Disinfecting solutions and dilutions

Norm Knows

In the span of 24 hours, the average adult touches 7,200 surfaces¹ and touches their face 552 times².

Increase frequency of hard surface disinfection using an EPA-registered disinfectant with an emerging viral pathogens claim. Disinfect ALL hard surfaces, not just high touch points.



1. Zhang, N., Li, Y. and Huang, H., 2018. Surface touch and its network growth in a graduate student office. *Indoor air*, 28(6), pp.963-972
2. A frequent habit that has implications for hand hygiene Kwok, Yen Lee Angela et al. 2015. *American Journal of Infection Control*, Volume 43, Issue 2, 112 – 114

Many viruses can live for hours to days* on surfaces like countertops, cutting boards, tables and doorknobs. How long the virus survives depends on the material the surface is made from. Here's a guide to how long some viruses can live on some of the surfaces people touch on a daily basis.

Surface	Examples	Duration
Aluminum	Foil, soda cans, catering pans, cooking pots and pans, food trays	2 to 8 hours
Cardboard	Shipping boxes	24 hours
Ceramics	Dishes, pottery, mugs	5 days
Copper	Coins, cookware, electrical wires	4 hours
Food/Water	Does not seem to spread through exposure to food	N/A
Glass	Screens for TVs, computers, and smartphones, windows, mirrors, drinkware	Up to 5 days
Metals	Door handles, metal handrails, counters, silverware, jewelry, keys	5 days
Paper	Towel, tissue, toilet paper, napkins, paper bags, letters and stationary, magazines and newspapers, paper money	The length of time varies up to 5 days
Plastics	Computer keyboards and mouse, phones, elevator buttons, light switches, remote controls, credit cards, water bottles, detergent bottles, cutlery and cups	2 to 3 days
Stainless Steel	Door handles, metal handrails, refrigerators, sinks, counters, keys, some water bottles, industrial equipment	2 to 3 days
Wood	Furniture, tables, shelving	4 days

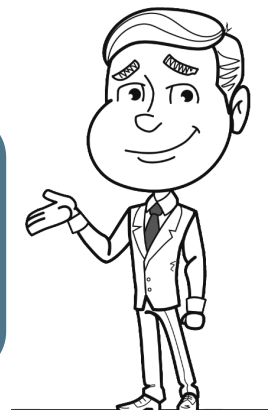
Table Sources: Aerosol and surface stability of SARS-CoV-2 as compared with SARS-CoV-1. N Engl J Med. 2020; (published online March 17.) DOI:10.1056/NEJMc2004973
 Pan Y Zhang D Yang P Poon LLM Wang Q Viral load of SARS-CoV-2 in clinical samples. Lancet Infect Dis. 2020; (published online Feb 24.) https://doi.org/10.1016/S1473-3099(20)30113-4

Norm Knows

The best way to keep surfaces safe from germs is to clean AND disinfect frequently touched surfaces before each use.

Use an EPA-registered disinfectant¹ following the manufacturer's instructions and appropriate dwell time.

1. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



*New England Journal of Medicine 4/16/2020; 382:1564-1567

Discuss the best surface cleaning and disinfecting solutions with your NETWORK distributor.

Staying open, means staying healthy

The health condition of workers has a direct impact on the productivity of a business and significant implications on the economy. The Integrated Benefits Institute, a U.S. health research organization, estimated the impact to be nearly \$230 billion.

With this in mind, good hygiene, cleaning and disinfecting to maintain good health in your facility is now, more than ever, an economic business imperative.

Cleaning for Health

can reduce the impact of preventable infections

Business Segment	Economic Loss*
Office setting	\$84 Billion
Foodservice	\$51 Billion
Education	\$40 Billion
Healthcare	\$35-45 Billion

*Contracting Profits How Much Do Workplace Illnesses Cost Facilities? Aug. 23, 2016

Norm Knows

Proper cleaning can reduce the spread of contagious viruses by 80 to 90 percent¹.

Appropriate cleaning can result in a 5 percent productivity gain, which amounts to \$11 billion.²



¹ Evaluation of a Disinfectant Wipe Intervention on Fomite-to-Finger Microbial Transfers:
² HLW International LLP (Buildings, 1999)

As a leading distributor in the janitorial market, NETWORK values cleaning for health. More than a decade ago the company created a proprietary program, Healthy Measures, to provide a disciplined approach to measure and monitor cleaning efforts in buildings and improve business outcomes.



- Creates cleaner, healthier environments
- Defines and implements best practices for surface cleaning, hand hygiene, and improved safety
- Provides a disciplined means to measure continuous improvement

Healthy Measures combines effective strategies in surface disinfection, hand hygiene, and other infection prevention activity to help eliminate environmental issues that can lead to illness. The program provides customers essential protocols, checklists, and assessments for a holistic solution that protects facilities against cross contamination.

Learn how NETWORK can create a consistent janitorial and disinfecting supply program for all of your locations. Reach us at 847.803.4888

NETWORK is a global distributor focused on comprehensive, customized facility cleaning programs and offers a wide selection of industry leading name-brand paper products, skin care, cleaning supplies, chemicals, equipment, and breakroom supplies.

Our aim is to make it easy to protect the wellness of your buildings with janitorial and sanitation solutions and foodservice disposable packaging that are as cost-effective as they are comprehensive. With over **7,000 responsive local facility cleaning experts**, we have the category expertise needed to improve the cleanliness, health, safety and appearance of your property. We can build customized programs to drive costs out of your entire system and maximize your program benefits and incentives with a focus on improving customer satisfaction and retention.

Focused on multi-site corporate operations, NETWORK strikes the ideal operational balance by providing centralized control with the local flexibility you need to drive your success.

With more than 600 distribution warehouses across North America, you can rely on:

- More than 50 years of supply chain expertise
- Locally stocked corporate contract-compliant branded inventory
- Name-brand janitorial, sanitation and foodservice disposables from top manufacturers
- Full line of environmentally-preferred products
- Order staging and quick start-up support
- Flexible delivery schedules
- Local will call and emergency order options
- On-site training for improved efficiency and effectiveness
- Decades of experience solving the toughest cleaning challenges

Norm Knows

NETWORK is here to help you with your janitorial and disinfecting supplies, and foodservice disposables. In times of crisis, certain items may be in high demand and normal delivery times impacted.



For more information, please email us at cre@networkdistribution.com, or call 847.803.4888

Learn more at: <http://www.networkdistribution.com/commercial-real-estate.html>