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COVID-19 recovery handbook for buildings - China practice

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Foreword

Covid-19 pandemic has a huge impact on global economy, it affects everybody. With a global reach and local know-how, Vanke Service | Cushman & Wakefield Joint Venture, China's industry leader in commercial real estate, offers a wide range of services in China. Based on our operations and practices, we are sharing with our fellow property managers on how we have managed the buildings during the pandemics and the post pandemic reopening.

At Vanke Service | Cushman & Wakefield Joint Venture, we set up a special task force immediately in response to the pandemic. We formulated our workplan and put together a detailed Covid-19 operation handbook. Until now, we have assisted over 20,000 companies, nearly 1 million clients and over 1,000 buildings to reopen in China. We have accumulated practical experience and expertise and constantly adapted and updated the operation handbook during the past few months. The handbook we are sharing now crystalize our daily work, and we hope they could offer some insights and references for our global tenants/occupiers and property owners in their operation. We hope this could help them and lead to a safe and speedy recovery and reopening.

We are extremely honoured to share the handbook with our clients and friends outside China. The industry players need to come together without boundaries and biases to face the challenges. By sharing what we have learned and practices, we hope to contribute to the industry and improve the standard of professional services, promote innovation in building and facility management.

Johnson Yip

Chief Executive Officer, Vanke Service | Cushman & Wakefield Joint Venture

Foreword

The world has entered an uncharted territory due to COVID-19 pandemic. It has presented policy makers, business leaders and professionals with challenges that have been unforeseeable until a few months ago. As countries around the globe starting to take prudent steps to get out from lockdowns, it becomes clearer and clearer that there will be no such thing as 'business as usual'. A new normal is in front of us. Understanding how to cope with it is the paramount challenge of our times.

As the world's leading professional body in the built environment, RICS is obliged to support the profession's journey out of the pandemic by capitalising on our global presence and platform to promulgate and share the best ideas, practices and lessons learnt in China, one of the first countries to emerge from the crisis. Shaped by this effort, this handbook represents an exemplary of a collaborative approach where key stakeholders pool together their expertise and share them with the market.

This handbook is focussed on safeguarding public health through property and facility management – two core components in the built environment value chain. It is a compilation of best practices matured by the profession (Vanke Service | Cushman & Wakefield) which assists over 20,000 companies and manages 1,000 buildings in mainland China. We are confident that this handbook will not only be beneficial to the market, but also illustrate the important role of property and facility management.

We are fully aware that each country, building type and company has its own needs and conditions. Nonetheless we believe that coping with the new-normal requires professionals to uphold the highest standards and practices as well as to promote them globally.

As a result, we are honoured to share this handbook with our professionals and associates around the world. We are certain that it will be a valuable source of ideas and practical processes that have proven successful.

Pierpaolo Franco

Managing Director Greater China, RICS

Industry leaders' recommendations

'Partnership is the New Leadership.' I'm very glad to witness the strong collaboration among world-class organization RICS , industry leaders Vanke Service and Cushman & Wakefield on offering a valuable guide to all property management professionals. As we step toward a new normal, our unwavering commitment to improving quality of life is even more crucial today. RICS once again showcased its leadership in providing expertise during this unprecedented time. Let's stay strong and we will get through this together."

Andy To

Managing Director of USGBC North Asia



Safeguarding people's health and wellness as we return to workplace in the post COVID-19 era is of paramount importance. A healthy environment is not only about building performance. How to manage people's behaviour in and around buildings is equally critical. To a great extent, the success level of back-to-work hinges on the level of confidence people place in their facility managers' response to the pandemic. That's why evidence-based back-to-work handbook are important.

It is encouraging to see sector partner's efforts in place to address the newly emerging health and safety concerns faced by our workforce in general. A good example of such efforts is the publication of the Vanke Service and Cushman & Wakefield Joint Venture COVID-19 Recovery Handbook for Buildings. As a global pioneer of wellness real estate, Delos is delighted to work with sector partners including Vanke Service and Cushman & Wakefield Joint Venture to translate industry standards, regulatory policies, research findings and best practices into actionable measures to provide health and safety assurance at workplace.

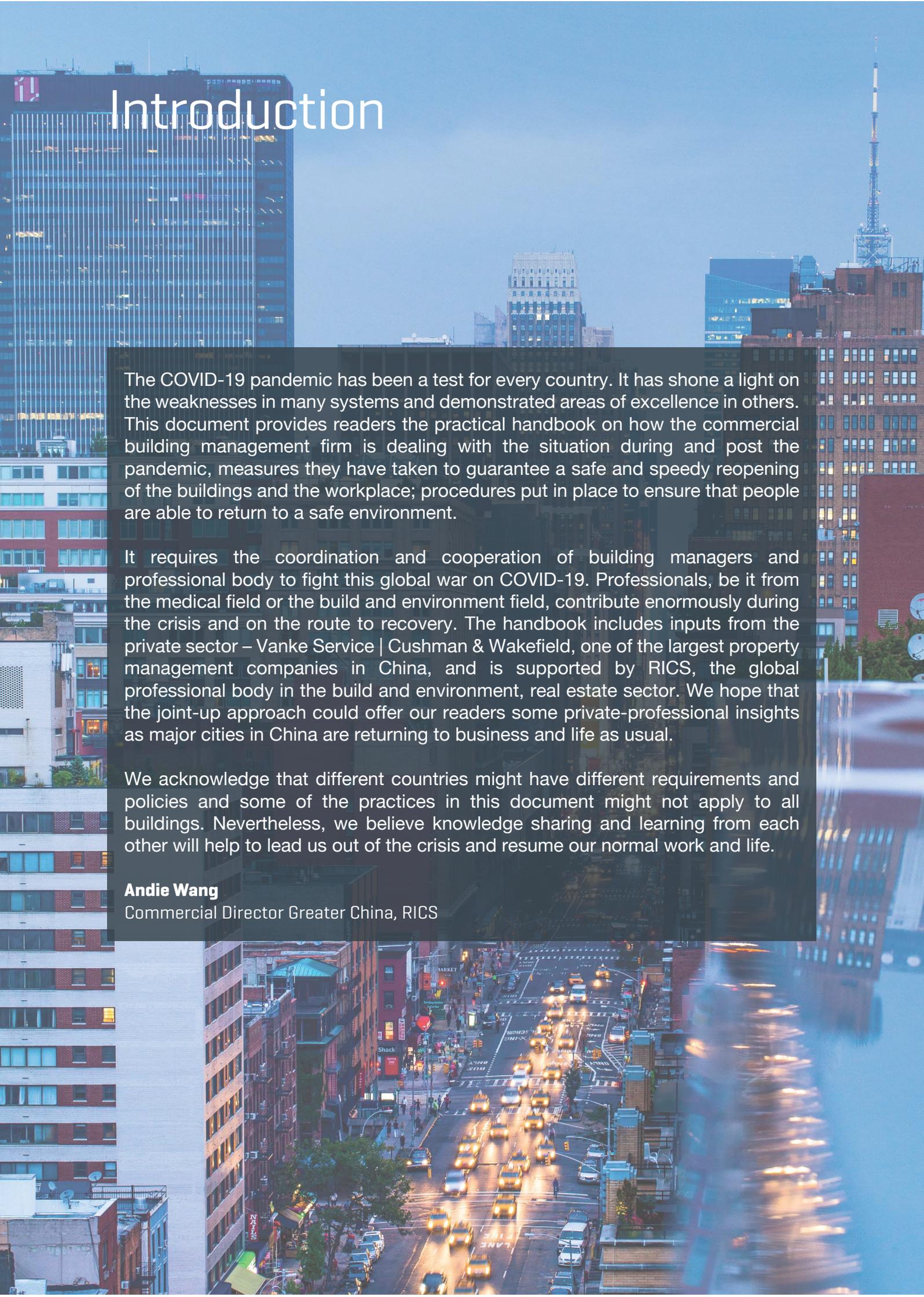
Delos will continue to collaborate with Vanke Service and Cushman & Wakefield Joint Venture and industry partners to improve and adjust building handbook for post COVID-19 recovery as needs and situations evolve, to spark and innovate solutions that help attain the health and safety goals set by such exemplary handbook.

Xue Ya

President of Delos Asia



Introduction



The COVID-19 pandemic has been a test for every country. It has shone a light on the weaknesses in many systems and demonstrated areas of excellence in others. This document provides readers the practical handbook on how the commercial building management firm is dealing with the situation during and post the pandemic, measures they have taken to guarantee a safe and speedy reopening of the buildings and the workplace; procedures put in place to ensure that people are able to return to a safe environment.

It requires the coordination and cooperation of building managers and professional body to fight this global war on COVID-19. Professionals, be it from the medical field or the build and environment field, contribute enormously during the crisis and on the route to recovery. The handbook includes inputs from the private sector – Vanke Service | Cushman & Wakefield, one of the largest property management companies in China, and is supported by RICS, the global professional body in the build and environment, real estate sector. We hope that the joint-up approach could offer our readers some private-professional insights as major cities in China are returning to business and life as usual.

We acknowledge that different countries might have different requirements and policies and some of the practices in this document might not apply to all buildings. Nevertheless, we believe knowledge sharing and learning from each other will help to lead us out of the crisis and resume our normal work and life.

Andie Wang

Commercial Director Greater China, RICS



Contents

I. Guidelines for temperature measurement and registration at personnel accesses of office building/park	1
(i) General principles of access control	1
(ii) Entrance/queuing area	1
(iii) Temperature measurement/registration area	4
(iv) Temporary lounge (quarantine area)	7
(v) Special circumstances and handling	8
(vi) Tips for preparation	9
II. Guidelines for temperature measurement and registration at vehicle entrance/exit of office building/park	10
(i) General principles of vehicle temperature measurement and registration	10
(ii) Precautions for vehicle temperature measurement	10
(iii) Vehicle entrance/queuing area	11
(iv) Temperature measurement/registration area	12
(v) Other tips	14
III. Administrative regulations on package and food delivery	15
IV. Administrative regulations on use of passenger elevators	16
V. Client service	17
(i) Basic principles	17
(ii) Relevant measures for closed management of the site	18
(iii) Operating procedures for daily work of client service	19
VI. Cleaning and disinfection	23
(i) Basic management principles	23
(ii) Operating procedures for cleaning and disinfection of key areas and objects	23
(iii) Requirements for management of waste during the epidemic	27
(iv) Implementation and operation of the three-level plan during the epidemic	31
VII. Guidelines on employee care during epidemic prevention	34
(i) Notice on attentiveness by management director of regional company	34
(ii) Notice on attentiveness by director of property management	34
(iii) Precautions	35

Contents

Appendix I: Guidelines for epidemic prevention and control of the building before and after resumption of work	36
Appendix II: Building (including sites) resumption standard operation (for guangzhou)	40
Appendix III: [Business operation department of head office of vanke service and cushman & wakefield joint venture] emergency plan for non-residential sites closed during covid-19 outbreak (trial)	46
Appendix IV: Building epidemic prevention checklist	54
Appendix V: Self-examination form for epidemic prevention and control before building resumption	58
Appendix VI: [Business operation department of head office] further measures and requirements for the prevention and control of covid-19 in the building site or office place	60
Appendix VII: [Yangtze river action work notice no. 066] supplementary requirements for epidemic prevention and control for comprehensive resumption of work	64

I. Guidelines for Temperature Measurement and Registration at Personnel Accesses of Office Building/Park

(I) General Principles of Access Control

1. All personnel entering the building must have their body temperature tested.
2. Before entering the building, all personnel must register their personal information (including name, company name, ID number, phone number, travel to epidemic areas within 14 days (if any), and local or on-site temperature measurement within 14 days mainly by scanning the QR code with WeChat and filling in the information, with paper forms to assist registration).¹²
3. The following conditions must be met before entering the building:
 - 1) The body temperature tested on site is lower than 37.3°C;
 - 2) There is no travel history to or from any of the designated red zones during the previous 14 days (the numbers of days need to be verified and adjusted according to relevant local policies and regulations as well as to the special requirements of clients).
4. To avoid cross infection, the building should be managed in a totally enclosed manner, with separate personnel exits and entrances when possible. It is recommended that personnel who drive in be guided to enter the building from the main personnel entrance after parking. If conditions do not permit, the office entrance from the underground parking lot should be set up as an individual personnel entrance.
5. Avoid gatherings of personnel at entrances and utilize various auxiliary facilities to set a safe queuing distance of more than 2 metres.
6. Property management personnel in key positions must wear proper personal protective equipment and maintaining safe distances.
7. While abiding by the principles of epidemic prevention and maintain personnel safety, the client experience should be taken into consideration, and reflect the professionalism and hospitality of property management services.

(II) Entrance/Queuing Area



Station set up and arrangement: order maintenance station and peripheral mobile station (the number of stations will be determined according to the actual needs of the property)

- **Order Keeper**

¹ WeChat, a WhatsApp-like instant messaging app, allows users to scan a QR code and fill in information on their health status, travel history, etc., its use has been encouraged by the central government in Mainland China to trace and track COVID-19 infections.

² The Chinese government designated some provinces, such as Wuhan, where the outbreak has been more severe as 'epidemic areas'. Citizens that travelled to or from the epidemic areas were subjected to tighter restrictions.

Protective device: medical surgical mask (implementation standard -YY 0469) (mandatory)
Phrasing: "Please line up in an orderly manner, maintain a safe distance according to the ground markings, and cooperate with body temperature measurement." "To shorten the waiting time, please scan the QR code with WeChat to submit information besides body temperature online while in line."



Identification and Material Allocation

• Main entrance sign	• Ground interval marking lines	• Handheld loudspeaker - optional (example of announcement: "Please declare voluntarily and do not enter the building if your body temperature is over 37.2°C or you have travelled to epidemic areas within the past 14 days")
• Queue Stanchions	• Waste mask recycling barrel	
• QR code signboard for information registration	• Epidemic prevention poster	



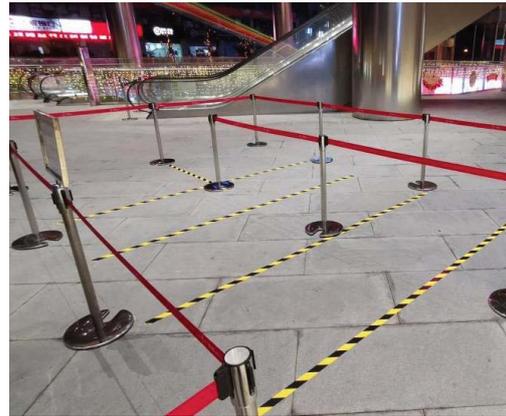
Precautions

1. The requirements for access to the building must be posted in large letters in conspicuous places at the entrance and the queuing area: "your body temperature should be lower than 37.3°C", and "you cannot have travelled to an epidemic area within the past 14 days";
2. Office buildings or parks should have separate entrances and exits if possible. If there is only one access, consider narrowing the temperature measurement channel after peak hours to reserve the exit channel;
3. The order keeper and the mobile guide should keep a safe distance of more than 2 metres from clients;
4. The queue should be controlled and adjusted flexibly during peak hours based on its length by temporarily opening/closing channels and adding temperature check points. It is suggested that experienced shift leaders or supervisors serve as mobile guides to quickly direct clients and flexibly respond on site.

 Signs



Set Up Obvious Entrance Signs around the Periphery of the Building/Park



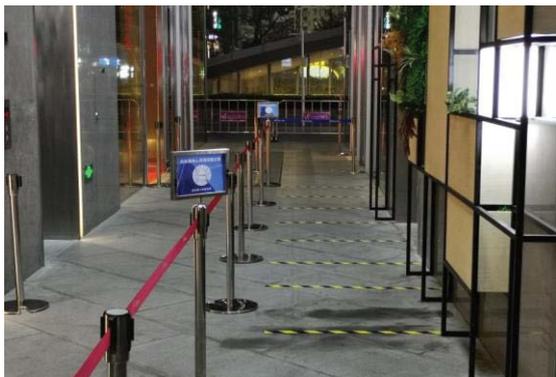
Stanchions for Guiding the Line in the Queuing Area



Post the Building Access Requirements at the Entrance/Queuing Area (Specially remind clients that they must meet the requirements for body temperature and cannot have travelled to epidemic areas within 14 days of entering the building)



QR Code Signboards for Information Registration at Many Places along the Queuing Area to Facilitate Timely Form Completion



Signs Asking Visitors to Wait Behind the Lines



2-metres Interval Lines on the Ground for Queuing

(III) Temperature Measurement/Registration Area



Station set up and arrangement: temperature measurement station, quarantine guide station and lobby mobile station (the number of stations will be determined according to the actual needs of the building)

- **Temperature checker:** Take body temperature according to standards and check the information submission interface on the visitor's phone to determine whether he/she is permitted to enter.

1. Protective equipment: medical surgical mask (implementation standard -YY 0469) or KN95/N95 mask (mandatory), gloves (mandatory), goggles (mandatory) and protective clothing (optional);

2. Phrasing for Different Scenarios:

Scenario 1	Body temperature < 37.3°C	"Your temperature is normal at XXX°C. Please fill it in on your phone and show me the submission result. Thank you."
Scenario 2	Body temperature ≥ 37.3°C*	"Your body temperature is XXX°C. Please rest in the lounge to the side and we will check it again. Thanks for your cooperation."
Scenario 3	Client unable to fill in form using QR code	"Excuse me. We will register you with a paper form. Please come this way."
Scenario 4	Client not permitted to enter the building because the submitted information shows he/she has travelled to an epidemic area.	"According to the information you submitted, you do not meet the requirements for entering the building at this time. Please go home and finish out the self-quarantine period. Thanks for your cooperation."

* Note: If the initial temperature measured is $\geq 37.3^{\circ}\text{C}$, switch to a standby thermometer for an immediate second measurement. If it is still $\geq 37.3^{\circ}\text{C}$, directly implement scenario 2. If it is lower than 37.3°C but still higher than 37°C , the thermometer must be switched again for verification and scenario 1 or 2 should be applied according to the third measurement. Scenario 2 should be still implemented if the client's temperature must be re-checked.

- **Quarantine guide:** guide clients with abnormal body temperature to the lounge.

1. Protective equipment: medical surgical mask (implementation standard -YY 0469) or KN95/N95 mask (mandatory), gloves (mandatory), goggles (mandatory) and protective clothing (mandatory);

2. Phrasing for different scenarios: body temperature $\geq 37.3^{\circ}\text{C}$

"Excuse me. Your body temperature exceeds the allowed value. Please wait in our lounge, and we will re-check your body temperature shortly. Thanks for your cooperation. "

- **Lobby mobile station:** 1) Fill in the information according to the client's verbal description if the information cannot be submitted via cell phone; 2) Handle emergencies in the temperature measurement/registration area; 3) Protective equipment: medical surgical mask (implementation standard -YY 0469) (mandatory) and gloves (optional).

Identification and Material Allocation

• Signboard for temperature measurement area	• Wash-free disinfectant	• QR code for registration
• Hand-held electronic thermometer	• Paper towels (optional)	• Paper information registration log

Precautions

1. The temperature checker and the quarantine guide should keep a safe distance from clients;
2. Test the thermometers (accuracy and response speed) in advance of each shift. Spare thermometers should be on hand for replacement in case of temporary failure.
3. Regularly wipe and disinfect the tools, equipment and materials in the temperature measurement area with ethanol;
4. Clients with abnormal body temperature should be led by specific personnel to the temporary lounge where the clients should complete online or paper information registration under the guidance and supervision of the quarantine guide;
5. During the quarantine period, arrange the receptionist to notify the sub-district office, the community workstation or the designated government institution (as per local requirements);
6. If a person with abnormal body temperature wants to leave the building on his own, the quarantine guide should not use force to stop him/her. Instead, the quarantine guide should instruct the person to voluntarily report and carry out relevant health examinations as required by the government and submit his/her information to relevant institutions as specified.

Signs



The temperature measurement area is set up as per regulations, with no other irrelevant items.



The temperature checker uses hand gestures to guide the visitors to the temperature measurement area in an orderly manner.



The thermometer gun is used at a safe distance.



The visitor shows the information and the submission confirmation page to the temperature checker.

Scanning the QR Code on WeChat for Registration

Fill-in Steps

- Information prompt, check "Read"
- Fill in the basic information. If cached in WeChat, the previous information will be automatically retained by default, so repeated entry is not necessary
- Check "Yes/No" as an important judgment basis
- Fill in supplemental information according to previous checks
- Submit and show the page to the temperature checker

QR Code Fill-in Interface

After submission, if the interface shows the person has been to Hubei Province within the past 14 days, the temperature checker should deny the person entry to the building (scenario 4 above)

After submission, if the interface shows the person fully meets the entry conditions, the temperature checker should allow the person to enter.

Chinese and English versions, non-mainland China mobile phone number and non-mainland China ID card information are acceptable. Register in paper if the client has no WeChat account.

Signs



Paper registration forms should be filled in by visitors unable to register via cell phone.



Visitors whose body temperature does not meet the access requirements should be led by the emergency guide to the lounge (quarantine area) while maintaining a safe distance.

(IV) Temporary Lounge (Quarantine Area)



Station set up and arrangement: (the number of stations will be determined according to the actual needs of the building)

- Quarantine guide: Lead visitors with abnormal body temperature to the quarantine area and handle various emergencies that may require contact with them.
- 1. Protective equipment: medical surgical mask (implementation standard -YY 0469) (mandatory), gloves (mandatory), goggles (mandatory) and protective clothing (mandatory);
- 2. Phrasing: "Excuse me. Please wait in our lounge, and we will re-check your body temperature shortly."



Identification and Material Allocation

- Signboard: **Temporary lounge! Please do not enter or leave without permission.**
- An individual waiting area can be set in the quarantine area if possible, with spacing of over 2 m.
- Tables, chairs (sofas) and bottled water should be available in the room.



Precautions

1. Signs should be clearly posted at the entrance of the quarantine area, and it is recommended that "temporary lounge" be used instead of sensitive words such as "quarantine room".
2. Personnel except quarantine guides wearing protective clothing are not allowed to access the quarantine area. Attention should be paid to preventing other personnel from straying into the quarantine area.
3. A relatively enclosed space should be selected as the quarantine area, with the air conditioning and ventilation equipment shut off beforehand.
4. The quarantine room should be disinfected according to standards once used (refer to the relevant guidance document).
5. After guiding the visitor to the lounge, the quarantine guide should promptly disinfect surfaces and replace his/her face mask (if contaminated).

Signs



Conspicuous Signboard at the Entrance of the Quarantine Area (It is recommended that "temporary lounge" be used instead of "quarantine area" to avoid excessively worrying clients)



The single-person lounges should be relatively self-contained and spaced apart.

(V) Special Circumstances and Handling

1. Clients not wearing masks or asking for masks from property management personnel should be addressed in the following ways:

- 1) People in the entrance/queuing area not wearing masks should be asked to wear masks correctly while maintaining a safe distance;
- 2) If a client asks for a mask from the property management personnel, a reply such as **"I apologize, but due to the general shortage of epidemic prevention materials, we do not have a surplus of masks, and we need to maintain stock for emergencies. Please refer to your company for help. Thanks for your understanding. "** ;
- 3) Other situations should be handled flexibly according to the circumstances.

2. Treatment of extreme cases when clients do not cooperate with temperature measurement or quarantine:

- 1) **A client does not cooperate with temperature measurement, and break into the building by force:** If a client does not cooperate with temperature measurement and breaks into the building by force in disregard of instructions to the contrary, the on-site personnel should pay close attention to the person's activity, ensure the safety of bystanders, file a report to the police, and inform the property management company of the emergency;
- 2) **A client with abnormal body temperature breaks into the building by force:** If a client still shows abnormal temperature after repeated tests (3 times in principle), does not cooperate with guidance, and attempts to forcibly enter the building, the situation should be handled as above by reporting it to the community workstation and informing the property management company of the emergency;

- 3) **A client with abnormal body temperature refuses to cooperate and register information, and forcibly leaves the building:** If a client still shows abnormal temperature after repeated tests (3 times in principle), refuses to cooperate for quarantine or information registration, and vehemently demands to leave the building, relevant personnel should not stop the client with force. Instead, personnel should take a live video and identifying photos of the person, report the incident to the community workstation, and inform the company of the emergency.

(VI) Tips for Preparation

1. Personnel in key positions (temperature checkers and quarantine guides) should do properly practice phrasing and perform drills, and be familiar with the key points of handling abnormal/extreme situations.
2. In order to maintain good order, unnecessary property management personnel should be reduced to lower the risk of exposure.
3. Do well in positive guidance and psychological counselling for the customer service team, and allocate standby personnel to prevent the quarantine of the whole team in case infection.
4. Before resuming work, practical drills for each building should be performed no fewer than 3 times, and giving to the PM director the responsibility of determining the success of the drill.
5. **Invite personnel from local neighbourhood/community/police station in writing to visit the site, and ask if they have any suggestions on standard operations for resuming work.**
6. Please **conduct several drills in advance** to ensure the site is properly arranged to protect clients and employees.

II. Guidelines for Temperature Measurement and Registration at Vehicle Entrance/Exit of Office Building/Park

(I) General Principles of Vehicle Temperature Measurement and Registration

- The general principles for avoiding long waits during rush hours for vehicle temperature measurement and registration are as follows:
 1. In principle, with the consent of the owner of the building and in line with relevant local regulations, it is suggested that the building underground parking garage should be **restricted to use by building tenants and made not available to external visitors** during the epidemic. Property management personnel need to **communicate with tenants in advance for license plate registration and QR code scanning and authentication information** (the registration information should be the same as the QR code for personnel registration in the lobby, but with the addition of "license plate number").
 2. During the epidemic, tenants in the building are encouraged to **refuse visitors or reduce the number as much as possible**. If visitors must be seen, they must also register by scanning the code and have their body temperature measured.
 3. All personnel (including drivers and passengers) in the vehicle entering the building **must pass a temperature check. Even if the driver does not enter the office area of the building, he/she must pass the temperature check.**
 4. The following conditions must be met before entering the building:
 - **Body temperature should be lower than 37.3°C;**
 - **No travel to epidemic areas within past 14 days (adjusted according to the policies of local government or special requirements of clients).**
 5. To avoid cross infection and ensure the safety of temperature checkers, separate vehicle entrances/exits should be provided if allowed.
 6. If feasible, two lanes can be set up during rush hours to **sort commuters who have and have not scanned the QR code.**

(II) Precautions for Vehicle Temperature Measurement

1. **The temperature check point for QR code users should be moved forward** to prevent vehicles that do not meet the access requirements from entering the site or blocking the entrance lane. **Space for turning around** should be reserved.
2. Enough property management personnel should be placed at the entrance, with **at least two groups during rush hours**.
3. The property management personnel at the entrance should protect themselves well, maintain a safe distance and **carry QR codes**.

4. While still allowing for basic use of the interior of the building, **some underground parking floors/areas should be closed** to facilitate focused disinfection.
5. Depending on the building, 10-20 parking spaces should be reserved on the ground floor as the temperature measurement waiting areas. In cold areas such as Northeast China, the temperature measurement data may be inaccurate if the air conditioner is turned on inside the vehicle. After the vehicle arrives at the building site, the window should be opened for 3-5 minutes before measuring the temperature of the people inside the vehicle.
6. **For sites where the temperature check points cannot be set on the ground floor due to limited conditions.**
 - 1) If the ground floor cannot be provided with temperature measurement areas, but there are plenty of parking spaces for the building, underground temperature measurement areas can be set up, but some parking spaces need to be reserved as temperature measurement waiting areas and certain turn-around spaces for vehicles that do not pass the temperature check to leave the garage;
 - 2) For sites with no temperature measurement area on the ground floor, and no reserved parking spaces as temperature measurement waiting areas, a QR code temperature check point should be specially set up in the elevator lobbies at each floor of the underground parking garage;
 - 3) People with abnormal temperatures measured by the above two methods should be advised to leave immediately, and the security guards should ensure that all people in the vehicle leave the site immediately or follow the regulations of the local government.
7. **Considering the large differences in vehicle entrances and exits, the number of parking spaces and the driving lines of garages, a special building plan should be formulated according to the above principles and precautions.**

(III) Vehicle Entrance/Queuing Area



Station set up and arrangement: **order maintenance station** and **peripheral mobile station** (the number of stations will be determined according to the actual needs of the building)

- **Order Keeper**

1. Protective equipment: medical surgical mask (implementation standard -YY 0469) (mandatory) and reflective vest.

2. Phrasing: "Please line up in an orderly manner, unregistered visitors should scan the code to fill in the information, and all people in the vehicle should scan the code and cooperate with temperature measurement"; "To shorten the waiting time, please scan the QR code with WeChat to submit information besides body temperature online while waiting"; "Drivers should not scan the code while driving and pay attention to safety."



Identification and Material Allocation

<ul style="list-style-type: none">• Diversion signboard at main entrance• Handheld QR code sign• QR code signboard for information registration	<ul style="list-style-type: none">• Interphone• Fluorescent baton	<ul style="list-style-type: none">• Handheld loudspeaker - optional (example of announcement: "Please report to us voluntarily and do not drive into the building if your body temperature is over 37.3°C or you have travelled to an epidemic area within the past 14 days").
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Precautions

1. The requirements for access to the building should be displayed in large letters in conspicuous places at the vehicle entrance and the queuing area: your body temperature should be lower than 37.3°C, and you cannot have travelled to an epidemic area within the past 14 days.
2. The order keeper and the peripheral mobile guide should maintain a safe distance of more than 2 metres from the vehicles.
3. The order keeper should introduce the requirements for registering by QR code to the people in the vehicle, present the QR code and **instruct them to turn off the air conditioner**.
4. The queue should be flexibly controlled and adjusted according to its length during rush hours, and the mobile personnel on site should present a QR code sign and instruct the personnel in the vehicle to scan the code to register in advance and to drive safely.

(IV) Temperature Measurement/Registration Area



Station set up and arrangement: **temperature measurement station** and **quarantine guide station** (the number of stations will be determined according to the actual needs of the building)

- **Temperature checker:** Take body temperature according to standards and check the information submission interface on the visitor's phone to determine whether he/she is permitted to enter.
1. Protective equipment: medical surgical mask (implementation standard -YY 0469) or KN95/N95 mask (mandatory), gloves (mandatory), goggles (mandatory) and protective clothing (optional).

2. Phrasing for Different Scenarios:

Scenario 1	Body temperature < 37.3°C	"Your temperature is normal at XXX°C. Please fill it in on your phone and show me the submission result. Thank you."
Scenario 2	Body temperature ≥ 37.3°C*	"Your body temperature is XXX°C. Please rest in the lounge to the side and we will check it again. Thanks for your cooperation."
Scenario 3	Client unable to fill in form using QR code	"Excuse me. We will register you with a paper form. Please come this way."
Scenario 4	Client not permitted to enter the building because the submitted information shows he/she has travelled to an epidemic area.	"According to the information you submitted, you do not meet the requirements for entering the building at this time. Please go home and finish out the self-quarantine period. Thanks for your cooperation."

*Note: If the initial temperature measured is $\geq 37.3^{\circ}\text{C}$, a standby thermometer should be switched to for an immediate second measurement. If it is still $\geq 37.3^{\circ}\text{C}$, scenario 2 should be implemented directly. If it is lower than 37.3°C but still higher than 37°C , the thermometer must be replaced again for verification, and scenario 1 or 2 should be applied according to the third measurement. Scenario 2 should be still implemented if the client requires a re-check.

3. Standard operation by the temperature checker:

- 1) After guiding the vehicles to queue behind the waiting line, make a gesture with both hands to instruct the driver to roll down the windows on both sides;
 - 2) Check the information submission interface on the person's phone and take his/her temperature;
 - 3) Allow them to proceed only after all people in the vehicle pass the temperature check, fill in and submit the information. People who fail to pass the temperature check should be led to the waiting area by the quarantine guide for a re-check;
 - 4) In case the code cannot be scanned, paper registration forms and pens should be provided for manual registration.
- Quarantine guide: guide people with abnormal body temperatures to the lounge (the quarantine guide stations for pedestrian/vehicle checks can be combined if the access points are close together).

1. Protective equipment: medical surgical mask (implementation standard -YY 0469) or KN95/N95 mask (mandatory), gloves (mandatory), goggles (mandatory) and protective clothing (mandatory).

2. Phrasing for different scenarios: body temperature $\geq 37.3^{\circ}\text{C}$

"Excuse me. Your body temperature exceeds the allowed value. Please remain in the vehicle waiting area, and we will recheck your body temperature shortly. Thanks for your cooperation. "

3. Standard actions of the quarantine guide:

- 1) Guide the vehicle to queue in the waiting area;
- 2) Instruct the driver to roll down the window and turn off the air conditioner;
- 3) After 2 minutes, take the temperature of each person in the vehicle again and allow them to proceed after their temperatures are normal and their information

- has been submitted;
- 4) If the measured temperature exceeds the limit three times, the client should be asked to leave via an emergency passage opened for the purpose of avoiding blocking the entrance;
 - 5) Special circumstances - In certain case where clients do not cooperate with the check, etc., set up obstacles such as cone barriers to prevent forcible entry, report and follow up while ensuring the safety of personnel, and keep the emergency passage open to allow other vehicles that pass the temperature check to bypass and enter.



Identification and Material Allocation

• Signboard for temperature measurement area	• Wash-free disinfectant	• QR code for registration	• Unidirectional forbidden security mark
• Hand-held electronic thermometer	• Paper towels (optional)	• Paper information registration log	• Notice board for sorting traffic into the site
• Ground markings for check point parking spaces (set up 2-4 test parking spaces depending on site conditions)			
• Ground queue markings for waiting vehicles			

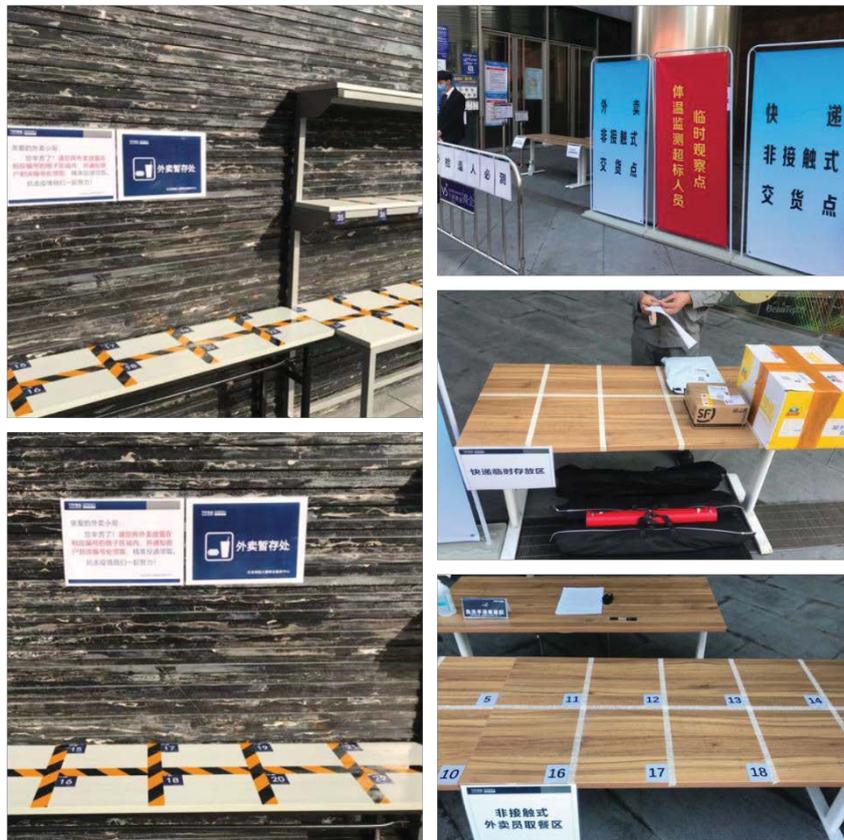


Requirements for Site Layout

1. According to the site conditions, set up 2-4 test parking spaces, leaving sufficient distance to ensure the safety of test personnel, clearly mark the perimeter, and maintain a distance of not less than 1.5 times the vehicle width between the test parking spaces and the entrance gate.
 2. Queue marking for waiting vehicles should be drawn at a distance of 1.5 metres from the test parking space to keep waiting vehicles queued up in an orderly manner, and as many QR code signs as possible should be provided at a distance of approximately one vehicle body length behind the queue marking, so as to facilitate waiting passengers to scan the codes and fill in the form in advance.
 3. Concise and conspicuous traffic flow signs should be set up at a suitable location adjacent to the municipal roads of the building to avoid traffic congestion in the surrounding area.
 4. Specific stations and signs should be set up in reasonable accordance with the building's actual circumstances.
- (V) Other Tips
- Special cases should be handled by referring to the guidelines for temperature measurement and registration at the personnel access.

III. Administrative Regulations on Package and Food Delivery

1. According to the actual circumstances of each building, all personnel for package and food deliveries (including SF Express and EMS)³ are prohibited from entering the building during the epidemic, thus reducing the risk caused by external foot traffic. All deliveries must be directed to the building's designated drop-off location.
2. All supporting restaurants in the building (including coffee bars and convenience stores) are forbidden to provide eat-in service during the epidemic, only takeaway is allowed.
3. During the epidemic, employees are encouraged to bring their own meals and eat out less frequently. The tenant companies are urged to provide space and other facilities for employees to prepare and store food, so as to facilitate heating food on site. If there is a need to order out, it is recommended that all company employees place one order to reduce infection risk during delivery.
4. Non-contact package and food delivery locations should be provided in a designated area of the building so tenants can pick up food safely. Delivery locations should be separated by a certain distance to prevent the risk of infection caused by intermingling of food and packages.
5. Sample pictures of delivery locations:



³ SF Express and EMS are popular Chinese courier companies.

IV. Administrative Regulations on Use of Passenger Elevators

1. Elevators are high-frequency contact areas. To reduce infection risk, it is suggested that tenants on low floors make use of stairwells. Property management personnel should strengthen disinfection and cleaning of staircases during rush hours.
2. In order to minimize infection risk, please avoid touching the objects in the public areas and elevators of the building when entering.
3. To lower the risk of infection when waiting for elevators, markings should be stuck on the ground, and staff should be arranged to guide everyone to line up at 2-metres intervals during peak hours.
4. It is strongly recommended that everyone stand apart and avoid talking in the elevator.
5. While waiting for the elevator, it is advised to keep as far away as possible from the elevator door, stand on both sides of the door, and avoid face-to-face contact with people coming out of the elevator.
6. The fan in the elevator must be turned on to ensure air circulation.
7. During the epidemic, the maximum number of passengers should be reduced to 50% of the elevator's normal capacity, so as to avoid overcrowding and decrease the risk of infection.
8. Freight elevators are not allowed to carry passengers, so as to avoid introducing a source of potential risk.



V. Client Service

(I) Basic Principles

1. Providing better client service during this unconventional time

Since our clients are still paying us during the epidemic, we have the obligation to continuously serve them well. Never interrupting services is the bottom line and providing clients with better services than usual is our goal. Information about on-site services should be disclosed in a timely manner to raise our clients' sense of security. Publicize the progress of daily disinfection work, with openness and transparency to reassure clients. Coverage of all clients should be at the entrance/shop level and enhance their feeling of receiving services. Provide services that 100% cover each entrance, with each suite as a unit for information granularity, contact granularity and service granularity. Put forward alternative solutions for restrictive actions during this unconventional time and pay attention to clients' experiences to help them feel at ease and reassured.

2. Make every employee a qualified protector

The prerequisite for good client service is to ensure the safety of employees and make every employee a qualified protector. Every employee should pay attention to their health on a daily basis, report any discomfort, and self-quarantine in a timely manner. Each workflow should follow clear professional requirements, forcibly and strictly.

3. Respect clients' privacy and guide clients to create a symbiotic relationship

Ensuring that the building is free from the threat of epidemic is our common goal with every client. Every client's right to privacy must be respected. The information bulletin should only disclose the facts and information about how the situation was handled. All information should be obtained from official channels, and disclosure of personal information is prohibited. Clients should be actively guided toward an accurate view of the epidemic. The common enemy of property management and our clients is the virus, not a specific group of people. Long-term harmonious coexistence in the building depends on the participation and cooperation of clients under the guidance of each employee.

4. Actively coordinate government resources and cooperate with the government

As epidemic prevention and control is a national priority, we are not alone in the battle. We must take the government as a solid backing and work closely with the neighbourhoods, communities, and disease prevention and control agencies in dealing with all epidemic-related emergencies.

5. Online services

During the epidemic period, reducing person-to-person contact is a better way to limit the spread of the epidemic. Each service centre should encourage clients to add the WeChat of the service specialist, to make more requests online, which are traceable and can reduce contact.

6. Building differentiation

Based on the scale and epidemic prevention level of the local government, residential communities, neighbourhood committees, and service centres, regional companies and service centres can formulate differentiated services and action requirements that comply with the above principles, so as to quickly and flexibly satisfy the needs of clients.

(II) Relevant Measures for Closed Management of the Site

1. Except for special reasons, delivery personnel are not allowed to enter the building site. In case of any misunderstanding by the client, patient explanation should be provided.
2. Visitors and vehicles should be discouraged from entering. If the client insists on taking the guest in, their temperature should be taken according to the temporary special regulations and the guest's identity should be registered. Visitors and vehicles from epidemic areas must be immediately reported to the duty manager for release approval.
3. In order to help everyone better understand and prevent disease transmission more effectively, the property management team should actively publicize, and post information related to epidemic prevention, the routes of virus transmission, the necessity of wearing masks as well as the correct methods of washing hands and using disinfectants. The publicity materials should be posted not only in conspicuous places at the gates or in main passages, but also in places where personnel pass by and other permissible places, so they will be seen by everyone. The publicity of daily prevention and control to ordinary citizens should involve the "three frequently": wash hands frequently, ventilate the room frequently, and do exercise frequently, and the "three proactive": proactive protection, proactive medical treatment and proactive monitoring. Discarded masks should be disposed according to regulations, and hands washed immediately after disposal.
4. In case of any confirmed case found in the building, government regulations shall prevail. Property management personnel will announce relevant information about the epidemic prevention department to all owners and clients as quickly as possible, properly disinfect and ventilate office areas, and make fewer trips outside. After going out, personnel and staff are required to wear a mask and wash their hands frequently. At the same time, property management will check temperatures at all entrances and exits. The property service centre will disinfect the lobby and elevators twice a day to ensure the safety of the environment.

(III) Operating Procedures for Daily Work of Client Service

1. Reception service

- 1) Except in special circumstances, property management service personnel should try to avoid going out, visiting others, etc.;
- 2) Publicity materials such as epidemic prevention and mask wearing requirements should be posted at the entrance to the customer service centre and reception area. The entrance area can be set up at the entrance of the customer service centre, with a disinfection area where items such as wash-free hand sanitizers, masks, ethanol and the like are supplied. Clients not wearing masks should be dissuaded from entering the building (see Part II “Guidelines” of Chapter III for specific operations);
- 3) The reception chairs of the customer service centre should be placed 2 metres away from the receptionist, and a safety line should be marked on the ground to give cautionary statements, such as "Please keep a certain distance for your safety" (see Part II “Guidelines” of Chapter III for specific operations);
- 4) If conditions permit, the property management building department can provide disposable masks at the front desk for personnel in urgent need under special circumstances (see Part II “Guidelines” of Chapter III for specific operations).

2. Demand processing

- 1) Clients can contact the service hotline with questions, or add the WeChat of property service personnel to avoid face-to-face contact as much as possible.
- 2) According to the requirements of relevant government departments, rental and sales work must be suspended, and explanation and notice should be made to clients in cooperation with Party A.
- 3) Attention should be paid to opinions, suggestions and questions expressed by clients, tenants, neighbours and relevant stakeholders on online platforms, social media and forums regarding the epidemic situation in order to promptly answer relevant consultation and scientific prevention and control questions.

3. Standard phrasing for client services (see Part II “Guidelines” of Chapter III for specific operations)

- 1) Phrasing for temperature measurement: "Excuse me. As required by the government and for the sake of your health, we will check your temperature now. Please cooperate with us while entering the public area. Since the virus is transmitted through droplets and contact, you should wear a mask when going out. Thanks for your cooperation."
- 2) Phrasing for after measurement: "Thanks for your cooperation. The facilities in the building have been disinfected. Please feel free to use them and stay healthy."

- 3) Phrasing for re-check: "Sorry, there might be something wrong with this thermometer, so the results are not accurate. I need to re-check your temperature. Thanks for your cooperation."
- 4) Phrasing for denial of entry: "Sir/Ma'am, your temperature is a little too high. For your health, please make sure to get some rest and continuously monitor your temperature. I'm very sorry but you cannot enter the site today. Thanks for your understanding."
- 5) Phrasing for owners/clients coming from epidemic areas: "Sir/Ma'am, due to the special circumstances, please quarantine yourself at home as required by the government, wear a mask when in public areas, get sufficient rest, and continuously monitor your body temperature. Thanks for your understanding and cooperation."
- 6) Special circumstances:
 - A. If the client's body temperature is high and a fever is suspected, a re-check is required. If it is determined that the temperature is high, the client should be advised not to enter the building and promptly reported to the duty manager and the neighbourhood committee. An examination at a hospital should also be arranged. Do not touch the person to avoid infection.
 - B. Clients (owners and tenants) from epidemic areas should closely track their recent activity (such as visiting with any relative or friend) and keep up with temperature measurements. Any abnormality must be promptly reported to the company and government agencies, and the owner/tenant is advised to self-quarantine or followed up by the local government department. For external personnel (visitors, delivery persons, etc.) from epidemic areas, the visited owner/tenant should communicate with them outside the building to the greatest extent possible.

4. Cultural activities in office buildings

In principle, cultural activities in office buildings should be stopped. All gatherings that may cause cross infection should be cancelled and relevant epidemic prevention and control activities should be carried out online to the greatest extent possible. If clients truly need to organize an activity, they must apply in advance and report to the relevant government departments. Those without permission will not be allowed to organize the activity.

5. Measures for management of shopping mall tenants

- 1) No promotional activities should be organized during the outbreak;
- 2) Each shop should stock up on hand sanitizer, disinfectant, masks and other essential materials;

- 3) During the outbreak, in principle, businesses that guarantee the people's livelihood, such as supermarkets, should operate normally, but business hours may be shortened and the public should be informed via the building's official account or other means;
 - 4) During the outbreak, tenants who do not guarantee the people's livelihood or those that are likely to draw crowds should delay opening according to national guidance, and areas not in business should be closed;
 - 5) All tenant staff must wear masks after entering the shopping mall.
6. Before resumption of work, tenants are required to sign the Tenant's Letter of Commitment:

<p>Tenant's Letter of Commitment</p> <p>In compliance with the COVID-19 prevention and control in XX City, the Company will implement strict scientific prevention and control measures as required by the government, legally protect the legitimate rights and interests of employees, and implement the requirements for epidemic prevention and control measures to ensure a stable and orderly society. The Company promises that all returning employees will strictly follow the Fill in the Document Title of Relevant Measures and Requirements Issued by Regional Government, and to take the following measures:</p> <ol style="list-style-type: none">1. Include all employees in the scope of health management, and have them truthfully declare their travel, physical condition, interpersonal contact and other information while on leave. Only allow returnees from key epidemic areas to return to work after 14 days of home quarantine, and investigate and register their travel history, health status, and close contact within the past 14 days;2. Inform employees to strengthen self-protection, limit daily activities to home and workplace as far as possible after resumption of work, require all employees to avoid going out or unnecessary gatherings, and wear masks if going out;3. Implement the management and control system within the company, periodically disinfect the office area, and always pay attention to the employees with fever or similar suspected COVID-19 symptoms;4. Promptly arrange medical treatment or send any employee back home to rest who is found with fever, cough, shortness of breath, or difficulty breathing, and promptly notify the property management office;5. Do not publicize, conceal, falsely report, or delay reporting of relevant information without authorization. <p>If the company fails to comply with the above commitments, should a confirmed case be found, the company will assume the relevant responsibilities and losses.</p> <p style="text-align: right;">Company name (seal): Signature of legal representative: Date:</p>

7. Suggestion to the client that resumes work after the holiday
- 1) According to the government, the resumption time for each industry in each province and city should not be earlier than 24:00 on February 9.⁴ In the context of the epidemic, the resumption of work on February 10 will be a great challenge for the property management services of each office building in the region. We hope that all companies and clients will cooperate with the property management office in terms of epidemic prevention, and designate a specific employee as the property management office contact person;
 - 2) In addition to the building's temperature measuring equipment, each client company should have sufficient disinfection supplies, including 75% ethanol, hand sanitizer, wash-free hand sanitizer, disinfectant and tissues;
 - 3) If visitors need to park, they must sign up in advance, and vehicles with a license plate from epidemic areas must be disinfected;
 - 4) During this unconventional time, food can only be delivered to buildings at designated locations, and personnel should go downstairs to pick it up. Please clearly explain to avoid conflicts;
 - 5) If any employee of a client suspects or has confirmed a disease condition, he/she should immediately report it to the property management office and cooperate with the local epidemic prevention department. Failure to report or concealing information may affect other clients, cause disease transmission, and more seriously, legal liabilities to the client. We are very reluctant to see this happen. The property management office will actively cooperate with each client to properly handle reporting of epidemic situations and subsequent matters;
 - 6) Used masks should be collected separately and delivered to the designated waste station by the cleaning staff as required, so as to avoid potential disease transmission;
 - 7) Publicity and training on epidemic prevention for the employees of clients should be strengthened, and the property management office can provide training materials as needed;
 - 8) The property management office can gladly provide clients with paid services, such as procurement of epidemic prevention materials, indoor cleaning and disinfection, and can meet the needs of clients if condition permits.

⁴ After the initial outbreak of COVID-19 in Mainland China, the central government suspended the resumption of all economic activities until February 10th.

VI. Cleaning and Disinfection

(I) Basic Management Principles

1. Constant disinfection and provision of high-quality services to reassure clients.
2. During the epidemic situation, sufficient personnel will be assigned to the three basic posts of "disinfection, waste clearance and patrol cleaning", who will strictly follow service standards during the operation.
3. Make every effort to ensure a stable original supplier team.

(II) Operating Procedures for Cleaning and Disinfection of Key Areas and Objects

1. Lobby

- 1) Disinfect the central air conditioning vents and lobby facilities with 250-500 mg/L chlorine-containing disinfectant 3 times per day;
- 2) Wipe and disinfect the entrance door handles, access control system panels and access door handles on each floor with 75% ethanol twice per day;
- 3) If it is inconvenient to place mats at entrances but this is a requirement, lay mats that can be cleaned every day, such as plastic mats. Disinfect daily with 400-500 mg/L chlorine-containing disinfectant after rinsing with clean water;
- 4) Provide wash-free hand disinfectant and post signs reminding client personnel and employees to disinfect their hands at building entrances, in elevators, etc.

2. Parking lot

- 1) Keep the surfaces of objects frequently touched by people in the parking lot, such as the doorknobs of the security booths, clean and sanitary, and disinfect with 400-500 mg/L chlorine-containing disinfectant 3 times per day, 30 minutes each time;
- 2) Disinfect the ground with 250 mg/L chlorine-containing disinfectant;
- 3) Disinfect drainage ditches (if any) in the parking lot with 500-800 mg/L chlorine-containing disinfectant once to twice per day.

3. Elevator

- 1) Keep the surfaces of the elevator lobby, buttons inside and outside the elevators, and railings, etc. clean and sanitary, disinfect with 250-500 mg/L chlorine-containing disinfectant or disinfection wet wipes not less than 3 times per day based on the number of users, and maintain disinfection records;
- 2) Keep the ventilation system of elevators open and use normally, disinfect the cars with disinfectant spray, and maintain disinfection records;

- 3) After maintenance and repair of elevators, disinfect the cars and corresponding outbound call components before use. If there are maintenance materials to be removed from the site, first disinfect and then clear. If not urgent, the maintenance record can be filled in and confirmed later. Both parties must wear gloves when signing for confirmation and handover;
- 4) Place films over the control panels of the elevator lobby and inside and outside the elevator cars and replace the films every day;
- 5) Routine cleaning procedures and standards for elevator disinfection.

Cleaning materials and tools required:
 Floor mop buckets, floor mops, rags (dry and wet), 84 disinfectant, ethanol disinfectant, "Employees At Work" sign.




1. Preparation before elevator disinfection:
 - a. Avoid performing during peak hours;
 - b. Ask the engineering department to stop the elevator at the first floor and post the "Employees At Work" sign.
 - b. Prepare disinfection supplies;
 - c. Workers should wear protective equipment such as gloves, masks, hats, work clothes and goggles when necessary.
 - d. Thoroughly clean elevator surfaces before disinfection;
2. Proportion and usage of disinfectant:
 - a. Walch, 84 disinfectant (active chlorine content 5%): dilute to a ratio of 1:100 (e.g. 2 - 3 caps of disinfectant to a bucket of water);
 - b. Disinfection powder (active chlorine content 12% - 13%, 20 g/pack): 1 pack of disinfection powder to 4.8 L of water;
 - c. 75% ethanol disinfectant, directly spray on the surface and wipe;
3. Disinfectant spray:
 
 Spray the disinfectant around the elevator doors, buttons, the inner periphery of the car, the track and the floor for 3-4 minutes and wipe;
4. Surface wiping:
 
 Wipe the inside and outside of elevator doors, the buttons and the inner periphery of the car with a rag dipped in chlorine-containing disinfectant, and wipe high-level surfaces using a retractable rod or standing on the stool.
5. Elevator car floor:
 
 Spray disinfectant on the elevator car floor and wipe it evenly with a mop;
6. Posting signs:
 
 After disinfecting the buttons, railings and walls that are frequently touched, paste a protective film over the buttons and post the "Disinfected" sign. Remove the film after 2 hours and wipe the buttons with disinfectant. Do this daily.

7. After disinfection is complete, notify the engineering department to resume normal operation of the elevator, take down the warning sign, remove all tools and articles, and maintain records of elevator disinfection and cleaning.



When the elevator surface is contaminated by saliva or sputum, disinfect the surface, especially the buttons, with 84 Disinfectant or another acceptable disinfectant, and wipe with clean water to remove residual disinfectant.

4. Public areas

- 1) Clean and disinfect the surfaces of objects. Perform regular disinfection 2-3 times per day according to the number of people on the floor and the personnel density. Keep the environment clean and sanitary and maintain cleaning and disinfection records. Clean the surfaces of frequently contacted objects (such as elevator buttons, handrails and door handles) with disinfectant containing 250-500 mg/L active chlorine by spraying or wiping or with disinfectant wet wipes;
- 2) To clean up vomit, immediately use disposable absorbent material and sufficient disinfectant (such as chlorine-containing disinfectant) or effective dry disinfectant towels to cover and disinfect the area. After cleaning up the vomit, use quaternary ammonium salt disinfectant or chlorine-containing disinfectant to disinfect any surfaces;
- 3) Make a temporary sign reading "Area Disinfected" and post it in the area where client personnel and employees operate, indicating the disinfection time, signature of responsible person, etc.;
- 4) Disinfect the public conference venue and furniture once per day. Disinfect the conference room immediately after use and disinfect tea ware by soaking it in boiled water (> 56°C) for more than 30 minutes.

5. Equipment and facilities

- 1) Keep each equipment room hygienic and free of impurities. Focus on disinfecting the garbage recycling station, sewage room and reclaimed water room;
- 2) Periodically inspect and disinfect drain seals;
- 3) Stop using the reclaimed water system under the premise of not affecting the building water demand;
- 4) Disinfect the building water tank room every day, especially the drainage ditch;
- 5) Pour disinfectant solution into the indoor sewage well every day;

- 6) Keep the stack vent of the sewage system unblocked to facilitate the emission of noxious gas into the atmosphere;
 - 7) Disinfect the periphery of non-closed sewage pumps well every day with peracetic acid or hydrogen peroxide and irradiate with ultraviolet lamps if feasible.
6. Indoor disinfection
- 1) The property management team should provide indoor disinfection service for clients according to the actual capacity;
 - 2) Disinfect the room in advance if needed;
 - 3) Prompt or inform client personnel of periodically disinfecting and ventilating the room.
7. Property service centre
- 1) Keep the office areas clean, and ventilate 3 times per day, 20-30 minutes each time;
 - 2) Maintain a distance of more than 2 metres from client personnel when providing services;
 - 3) All members of the property management team must wear masks;
 - 4) Wash hands before and after delivering paper documents;
 - 5) Wipe the landline telephone twice daily with 75% ethanol, or up to 4 times if used frequently.
8. Dining area for property management team members
- 1) Adopt individual serving to avoid clustering of personnel;
 - 2) Disinfect the dining area before and after dining;
 - 3) Disinfect the tables and chairs after use;
 - 4) Companies with work rooms should keep them clean and dry, strictly prohibit mixing uncooked food with cooked food, and disinfect tableware at a high temperature ($> 56^{\circ}\text{C}$) for not less than 30 minutes.
9. Shuttle bus disinfection
- 1) If office buildings are provided or client personnel have their own shuttle service, disinfect the shuttle at least twice per day during the epidemic, and report the disinfection and ventilation records to the property management team;
 - 2) The shuttle bus staff should instruct employees taking the shuttle bus to wear masks, and not allow those not doing so to board;
 - 3) Check the temperature of each person on the bus and seek immediate medical attention if someone has a fever.

10. Restroom disinfection

- 1) All cleaners must wear disposable masks and gloves when working in restrooms. After cleaning and disinfection, properly discard the disposable masks and gloves according to procedure;
- 2) Use of high-pressure water guns to wash bathrooms is prohibited, in order to avoid dispersion of the virus into the air;
- 3) Steps for toilet cleaning:
 - A. Close the lid, and then press the flusher;
 - B. Open the lid after about 10 seconds (not immediately);
 - C. After flushing, disinfect the inside and outside of the toilet with a tool and tissue soaked in 1:49 bleach water and then throw the tissue into the toilet;
 - D. Close the lid, and then press the flushing button;
 - E. Open the lid after about 10 seconds (not immediately);
 - F. Pour 1:49 bleach water into the toilet and then close the lid.
- 4) If the restroom is equipped with other air conditioning or ventilation systems in addition to filters and vents, disinfect more frequently;
- 5) Turn off shared air-conditioned VAV systems in the restrooms to avoid cross-transmission.

11. Disinfection of cleaning tools

- 1) To clean wiping cloths, soak in disinfectant containing 250 mg/L active chlorine (or other effective disinfectant) for 30 min, rinse the disinfectant away, and dry for later use;
- 2) To clean floor rag, soak in disinfectant containing 500 mg/L active chlorine for 30 min, rinse the disinfectant away, and dry for later use.

(III) Requirements for Management of Waste during the Epidemic

1. Waste classification: Implement classified management of waste. Promptly collect and clear any waste.
2. Disinfection of routine waste area: Disinfect routine waste bins and the ground 2 metres around them with 500 mg/L chlorine-containing disinfectant twice per day.
3. Disposal procedures for prevention and control supplies
 - 1) Location of designated waste bins: Set the waste bins designated for special hazardous waste, such as masks and gloves, in a conspicuous position, and indicate their purpose to client personnel with the words "For Special Hazardous Waste like Masks and Gloves". Disinfect the bins with 1,000 mg/L chlorine-containing disinfectant twice per day;

- 2) Requirements for collection and transportation of epidemic prevention articles: Separately collect and transport special hazardous waste, such as masks and gloves, and minimize transfer operations. In principle, clear and transport used masks, gloves and other special hazardous waste every day. Deliver to hazardous waste disposal sites designated for special disposal by the local competent environmental department or the competent health department and maintain records.
- 3) Disposable epidemic prevention and control articles
 - A. Environment staff should manage, control, and dispose of the waste generated throughout the process of epidemic prevention, and maintain records;
 - B. The waste from epidemic prevention and control supplies should be disposed of separately as hazardous waste;
 - C. Since such waste may harbour viruses, it must be disinfected and sealed before disposal;
 - D. Waste should be disinfected by soaking in 75% medical ethanol, or spraying with or soaking in chlorine-containing disinfectant (e.g. chemicals with a high active chlorine content, such as 500-1,000 mg/L chlorine-containing disinfectant);
 - E. Take care to protect yourself during the process of epidemic prevention and control related waste disposal , and use disinfectant in accordance with regulations to avoid secondary risks.
- 4) Reusable epidemic prevention and control supplies
 - A. After use, such supplies should be disinfected. Smaller items can be boiled for 30 min or more or soaked in 75% medical ethanol. Larger items can be disinfected by spraying with chlorine-containing disinfectant or wiping with disinfectant for 30 min or more;
 - B. Disposal must comply with the requirements for disposable epidemic prevention and control supplies.
- 5) Cleaning should be performed outside of client personnel commute time and as per the designated planned route, and the ground should be promptly cleaned with disinfectant in case of spills;
- 6) Routine waste generated in confirmed epidemic areas, epidemic sites, or by populations confirmed infected with the virus should be collected and handled by specific personnel from the local environmental sanitation department.

4. Requirements for setting up special waste bins for used masks during the epidemic
During the epidemic, in order to control littering of waste masks, set up waste bins at designated sites to avoid secondary transmission and infection. The Environmental Special Committee has set the following requirements for used mask waste bins:

- 1) Selection of special waste bins:
Foot-operated yellow waste bins should be the first option according to the provisions on medical waste disposal. If not available, the existing foot-operated waste bins are acceptable. The volume should be 240L or 120L.
- 2) Selection of waste bags:
Yellow medical waste bags should be the first option. If not available, thick black waste bags can be used to prevent rupture during collection.
- 3) Requirements for labelling:
Special waste bins must be affixed with labels for specifying the used mask recycling sites.
- 4) Location of special waste bins:
 - A. Main entrances or waste disposal sites with attendants should be provided with at least one waste bin (1,500 mg/L chlorine-containing disinfectant can be placed in the bin);
 - B. The entrance of each lobby, underground garage, elevator lobby, fire access, etc. does not require separate bins.
- 5) Requirements for waste disposal:
Waste should be collected daily or when 2/3 volume is reached, and then uniformly handed over to a qualified recycling company for disposal. Waste subject to special local government requirements should be disposed of accordingly. If there are no special requirements, waste should be disinfected and then sealed for disposal.



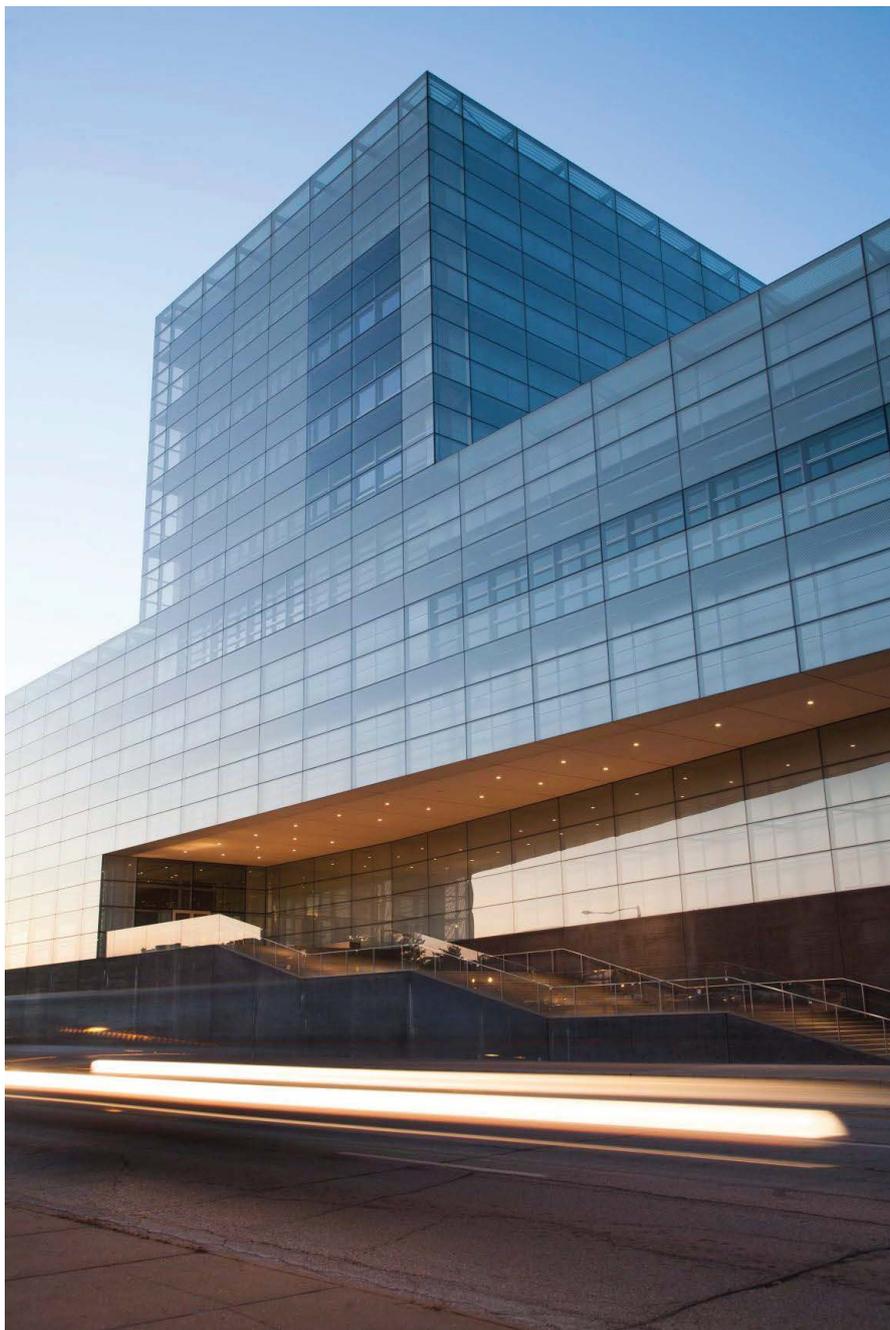
Special waste bins for used protective equipment

5. Waste transfer station

- 1) Wash thoroughly once a day;
- 2) Disinfect walls, floors, platforms and surrounding environment with 500-1,000 mg/L chlorine-containing disinfectant 2-3 times a day.

6. Waste that cannot be promptly cleared and transported

Routine waste that cannot be promptly cleared and transported due to a holiday or an outbreak should be stored in a temporary site which should be disinfected with 500-1,000 mg/L chlorine-containing disinfectant 2-3 times a day. The clearing and transportation institution should be promptly informed of waste transfer.



(IV) Implementation and Operation of the Three-level Plan during the Epidemic

- Level 3⁵ plan disinfection standard: When there are confirmed or suspected cases of serious epidemic infectious diseases in this city or adjacent areas and the numbers are increasing, the Level 3 plan should be initiated, and disinfection carried out in accordance with the following standards:

Item	Area	Scope of Disinfection	Disinfection Frequency	Type of Disinfectant	Disinfectant	Disinfection Method	Disinfectant Dose	Disinfection Time (min)	Disinfection Method
FM/PM	Public areas	Hallway floors and walls	Twice/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid ⁶	500mg-1000mg/L	300ml/m ²	60	Wipe/spray
		Entire elevator car					500ml/m ²		
		Entire escalator							
		Restroom							
		Guest elevator lobby							
		Fire-fighting stairway							
		Cleaning room (tool room)					300ml/m ²		
		Equipment room							
		Basement							
		Office area					Floors and walls		
Air conditioner vent	Once/day								
Office desks and chairs	Twice/day		Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray	
Entire waste bin									
Water dispenser	Twice/day		Chlorine/ethanol	Dettol/ethanol	1000mg/L-2000mg/L	/	15-30	Wipe/spray	
Tea room	Furniture	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray	
	Equipment and facilities								
Rest Area	Desks and chairs	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray	
Printing area	Furniture	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray	
	Office equipment								
	Office appliances								
Office area of property management team	Floor	Twice/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	500mg-1000mg/L	300ml/m ²	60	Wipe/spray	
	Desks & chairs	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray	
	Office equipment								
Gymnasium	Floors and walls	Twice/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	500mg-1000mg/L	500ml/m ²	60	Wipe/spray	
	Bathrooms and restrooms								
	Fitness equipment	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray	
Refuse room	Floors and walls	Twice/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	500mg-1000mg/L	300ml/m ²	60	Wipe/spray	
	Equipment and facilities								
General ventilation	Entire area	3 times/day	/	/	/	/	30	/	
Showroom	Model room	Floor	Twice/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	500mg-1000mg/L	300ml/m ²	60	Wipe/spray
		Furniture	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray
	Sales hall	Floor	Twice/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	500mg-1000mg/L	300ml/m ²	60	Wipe/spray
		Office desks and chairs	Twice/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	300ml/m ²	15-30	Wipe/spray
	Office equipment								
General ventilation	Entire area	3 times/day	/	/	/	/	30	/	

⁵ In China's system Level 1 is the most sever level of emergency.

⁶ 84 is a popular manufacturer of disinfectant in Mainland China.

2. Level 2 plan disinfection standard: In case of any confirmed or suspected cases in employee family members, building client personnel served, or units/suppliers in close cooperation which are increasing in number, the Level 2 plan should be initiated, and those personnel should be quarantined and reported. Disinfection should be carried out in accordance with the following standards:

Item	Area	Scope of Disinfection	Disinfection Frequency	Type of Disinfectant	Disinfectant	Disinfection Method	Disinfectant Dose	Disinfection Time (min)	Disinfection Method
FM/PM	Public areas	Hallway floors and walls	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray
		Entire elevator car							
		Entire escalator							
		Restroom							
		Guest elevator lobby							
		Fire-fighting stairway							
		Cleaning room (tool room)							
		Equipment room							
	Office area	Floors and walls	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray
		Air conditioner vent	Once/day						
		Office desks and chairs	3 times/day	Chlorine/ethanol	84/Dettol/ethanol ⁷	1000mg-2000mg/L	500ml/m ³	15-30	Wipe/spray
		Entire waste bin	3 times/day	Chlorine/ethanol	Dettol/ethanol	1000mg-2000mg/L	/	15-30	Wipe/spray
		Water dispenser							
	Tea room	Furniture	3 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Equipment and facilities							
	Rest Area	Desks and chairs	3 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Furniture							
	Printing area	Office equipment	3 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Office appliances							
	Office area of property management team	Floor	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray
		Desks & chairs	3 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Office equipment							
	Gymnasium	Floors and walls	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray
		Bathrooms and restrooms							
Fitness equipment									
Refuse room	Floors and walls	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray	
	Equipment and facilities								
General ventilation	Entire area	3 times/day	/	/	/	/	30	/	
Showroom	Model room	Floor	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray
		Furniture	3 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg-2000mg/L	500ml/m ²	15-30	Wipe/spray
	Sales hall	Floor	3 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg-2000mg/L	500ml/m ²	60	Wipe/spray
		Office desks and chairs	3 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Office equipment							
	General ventilation	Entire area	3 times/day	/	/	/	/	30	/

⁷ Dettol is a popular manufacturer of antiseptic disinfectant liquid.

3. Level 1 plan disinfection standard: In case of any confirmed or suspected cases in any employees of the Company, including in-hospital quarantine and death, the Level 1 plan should be initiated, and those personnel should be quarantined and reported. Disinfection should be carried out in accordance with the following standards:

Item	Area	Scope of Disinfection	Disinfection Frequency	Type of Disinfectant	Disinfectant	Disinfection Method	Disinfectant Dose	Disinfection Time (min)	Disinfection Method
FM/PM	Public areas	Hallway floors and walls	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray
		Entire elevator car							
		Entire escalator							
		Restroom							
		Guest elevator lobby							
		Fire-fighting stairway							
		Cleaning room (tool room)							
		Equipment room							
	Office area	Floors and walls	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray
		Air conditioner vent	Twice/day						
		Office desks and chairs	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Entire waste bin	5 times/day	Chlorine/ethanol	Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
	Tea room	Water dispenser	5 times/day	Chlorine/ethanol	Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Furniture	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
	Rest Area	Equipment and facilities	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Desks and chairs	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
	Printing area	Furniture	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
		Office equipment							
		Office appliances							
	Office area of property management team	Floor	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray
Desks & chairs Office equipment		5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray	
Gymnasium	Floors and walls	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray	
	Bathrooms and restrooms	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray	
Refuse room	Fitness equipment	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray	
	Floors and walls	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray	
General ventilation	Equipment and facilities	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray	
	Entire area	3 times/day	/	/	/	/	30	/	
Showroom	Model room	Floor	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray
		Furniture	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
	Sales hall	Floor	5 times/day	Chloride/peroxide	84/dibromo hydantoin/chlorine dioxide/peracetic acid	1000mg/L-2000mg/L	500ml/m ²	60	Wipe/spray
		Office desks and chairs Office equipment	5 times/day	Chlorine/ethanol	84/Dettol/ethanol	1000mg/L-2000mg/L	500ml/m ²	15-30	Wipe/spray
	General ventilation	Entire area	3 times/day	/	/	/	/	30	/

VII. Guidelines on Employee Care during Epidemic Prevention

- (I) Notice on Attentiveness by Management Director of Regional Company
 1. The responsible persons of all management departments should go deep into the front line, strengthen the on-site epidemic prevention, and promptly solve any difficult problems on the site.
 2. Coordinate and dispatch epidemic prevention materials to ensure sufficient critical materials at the front line of epidemic prevention.
 3. Arrange management personnel to inspect dormitory disinfection, canteen service and employee protective measures.
 4. Publicize epidemic prevention in real time by means of video, telephone and enterprise WeChat group, convey positive and accurate epidemic prevention information, and strengthen the confidence of front-line employees in epidemic prevention.
 5. Increase praise of front-line employee's advanced epidemic prevention actions, and give timely positive incentives.
 6. According to the circumstances, visit and care for front-line employees in epidemic prevention, and pay attention to their concerns and needs.

- (II) Notice on Attentiveness by Director of Property Management
 1. Returned employees
 - 1) Periodically inspect the protective equipment of on-site employees. If the property management director personally distributes protection to employees, instruct the employees to take protective measures and strengthen the publicizing and implementation of protection and building patrolling inspection;
 - 2) Strengthen the publicizing and implementation of epidemic prevention measures, and build confidence in epidemic prevention;
 - 3) Keep one-on-one communication with employees; encourage and check on-site employees;
 - 4) Ensure daily meals for returned employees and increase the nutritional value to reassure the employees;
 - 5) Ensure the hygiene and safety of employees' dormitories, and regularly disinfect and air out the dormitories;
 - 6) Urge employees to exercise to enhance immunity;
 - 7) Provide more drugs or health care products that can improve the immunity of employees as needed;

- 8) Provide midnight snacks or other meals to employees on duty at night as needed.
2. Returned employees who need to be quarantined
 - 1) Understand the living situation of quarantined employees. The building director should regularly inquire about their situation;
 - 2) Provide a proper living environment in quarantined dormitories by ensuring smooth Internet, maintaining ventilation, etc., and prepare snacks for quarantined employees;
 - 3) The director of property management should designate a special person to take care of the everyday needs of quarantined employees, check the temperatures of quarantined employees while ensuring their own safety, and provide food, water, electricity and other services to avoid cross infection of employees;
 - 4) Lower-level management should guarantee logistical services for quarantined employees, communicate with quarantined employees once per day, find out about the psychological changes of quarantined employees, and make records and feedback.
3. Employees who remained in town on leave and those returning from out of town
 - 1) Building personnel should communicate regularly and set up a special WeChat group to track updates regarding employees on leave in town and those returning to work from out of town;
 - 2) Periodically follow up the daily health status of employees on leave in town and those returning to work from out of town.

(III) Precautions

1. Practice proper epidemic prevention at all times, pay attention to protecting yourself, and take necessary protective measures when working at the front line.
2. Pay attention to the work attitude of front-line employees, promptly communicate and guide employees with abnormal behaviours, and give feedback.

Appendix I: Guidelines for Epidemic Prevention and Control of the Building before and after Resumption of Work

In order to effectively manage operating risks, ensure the normal resumption of the building and control the spread of outbreaks, these epidemic prevention and control Guidelines have been developed for equipment, merchants, showrooms and other items.

1. Communicate with the client in advance

The director of property management needs to immediately communicate with client contacts (e.g. FM, the client's key supervisor; PM, the owner; the person in charge of each tenant; OS, the person in charge of the real estate), mainly involving the following:

- 1.1 Whether the client plans to postpone resumption of work (or tenants' resumption of work and opening time of the showroom) after the holiday;
- 1.2 Whether gatherings scheduled for the clients' employees before and after resumption can be cancelled;
- 1.3 Whether the key household registration information of clients' employees can be available the building. If available, relevant information should be obtained before resumption, and be kept confidential;
- 1.4 Whether the site can set up a temporary quarantine observation area (such as dormitory/building temporary office area). If possible, determine the specific location before resumption of work, and consult the local disease control department on how to set up and provide relevant supplies.

2. Management of Client and Employee Activities

After communicating with the client, the director of property management should compile statistics on the activities of the client and within the building, and develop prevention and control plans for the activities that need to be conducted. Relevant content should be reported to regional companies for completion in accordance with the Registration Form of Client and Employee Activities, and the regional company should submit to the headquarters.

- 2.1 If not necessary, relevant gatherings and outside activities should be cancelled in principle;
- 2.2 For necessary activities, the participants should be confirmed with relevant parties, and the steps in the process should be simplified to avoid intensive contacts;
- 2.3 At the end of the activity, the activity site should be thoroughly cleaned and disinfected, and the health status of participants should be followed up on. Incidents of fever and cough, if observed, should be reported immediately;
- 2.4 The statistics should cover at least 30 days after building operation resumption.

3. Operational Risk Analysis and Assessment

The possibility of business interruption caused by traffic stoppage, absence of personnel, system failure, etc. should be analysed. Relevant content should be based on Business Impact Assessment Form.

3.1 After the completion of the assessment, it should be submitted to the regional companies, which should report to the headquarters;

3.2 For buildings with a high risk of business interruption, the responsible person of the regional company should formulate preventive measures.

4. Preparation for Epidemic Prevention before Resumption of Work

4.1 The resumption employees and supplier staff should be understood in detail. For personnel from key outbreak sources, reports should be made as required by the company;

4.2 Two days before resumption, the lobby, elevators, restrooms, waste stations and other key contact areas should be thoroughly cleaned and disinfected. The main vents of the central air conditioning and ventilation system should be cleaned before resumption, and the water treatment system should be maintained;

4.3 The client should be informed of key emergency means such as sanitation, emergency, public security and sub-district office involvement, as well as the specific emergency contact information of parties to the building. Tips related to epidemic prevention and control should be posted around the site;

4.4 Emergency protective supplies should be inventoried, and reserves for at least 2 weeks should be ordered. The reserves should be increased as needed at a later stage;

4.5 The following measures may be considered for epidemic prevention and control after resumption:

- (1) Add facilities at the access points to minimize cross infection, such as disinfection carpets sprayed with 1:99 bleach water;
- (2) Add disinfection equipment such as disinfection lamps in the waste station;
- (3) Periodically pour bleach water of 1:99 into drains and sewers;
- (4) Enhance cleaning of the air conditioning system, including fresh air fans, fume hoods, filter screens, etc. Appropriately limit use of the central air conditioning and ventilation systems.

5. Key Requirements for Epidemic Prevention after Resumption

5.1 Internal Work Organization

- (1) Co-workers should protect themselves, and wear masks, goggles, gloves and even protective clothing;

(2) Employees that do not need to be present at the building site can choose telecommuting or office work in staggered time periods after assessment by the director of property management, which should be reported to the regional company and approved by the department.

5.2 Personnel Access Management

(1) The gate guard or receptionist should check the temperature of the client personnel, advise those with fever and other symptoms to go to the nearby hospital for examination immediately and promptly report the information;

(2) Non-conventional client visitors who enter or leave the building site and their vehicles should be registered;

(3) Client personnel and visitors who enter or leave the building site should be warmly reminded to protect themselves.

5.3 Environmental Management

(1) Public areas should be disinfected every day, focusing on the lobby, elevator lobby, tearoom, restrooms, fire escapes, etc., and notices should be posted after disinfection;

(2) The cleaning and disinfection of stagnant spaces such as ditches, basements and waste transfer stations should be strengthened; special waste bins should be placed in the lobby, and waste should be managed in accordance with the Management Requirements for Waste from Epidemic Prevention and Control Articles (see the Cleaning and Disinfection Section of this Manual);

(3) The centralized office space should be naturally ventilated and disinfected every day.

5.4 Client Service Management

(1) Property management workers should keep an appropriate distance from client personnel when providing services on the site, so as to minimize the contact between employees and client personnel;

(2) Emphasis should be placed on environmental cleaning and disinfection, waste treatment, personnel and vehicle access control. Remote contact, on-line treatment and other means should be adopted for other entry points as far as possible to reduce actual contact.

5.5 Abnormality Reports and Emergency Response

(1) Any contact with personnel from key places of origin, health abnormalities, etc., should be immediately reported to the client as an emergency and responded to;

(2) Client personnel, third parties and government departments should cooperate to deal with emergencies.

Appendix II: Building (Including Sites) Resumption Standard Operation (for Guangzhou)

As the epidemic progresses, the resumption of work on February 10 in most areas will be a great challenge for the property management services of various office buildings in the region. In order to cope with the complex resumption environment during the outbreak, the standard operations and configuration below should be followed (**the following standards are the minimum standards, and can be optimized and improved on this basis for each building**):

1. Responsible Person for Implementation of Standards:

- 1) Responsible person for the implementation of overall standards: **director of property management /site city manager/site supervisor**
- 2) Responsible person for preparing epidemic prevention materials: **designated by the responsible person for each building/site**
- 3) Department for standard implementation review: **Business Operation Department**

2. Merchant Buildings:

- **PM Buildings in the region:**
 - **Personnel Access Management**
- 1) **Publicity:** The personnel access should be provided with conspicuous publicity banners or electronic displays and lacquered boards indicating instructions for epidemic prevention and temperature checks.
 - 2) **Centralized management:** The access points can be partially closed according to the actual situation of the site and one main access should be retained during the epidemic. Instructions should be posted at other accesses.
 - 3) **Complete equipment:** Temperature check personnel should be equipped with thermometer guns, disinfection gloves, protective goggles and protective clothing, and there should be disinfection products (75% ethanol, hand sanitizer, wash-free hand sanitizer, disinfectant (separate from ethanol), tissue, etc. available).
 - 4) **Efficient process:** The temperature check points should be set up at the entrances or gates in a well-ventilated area according to the specific circumstances of the building. During early rush hour, there should be no less than 3 persons at the temperature check point at the entrances, and 1 person at each gate.

- 5) **Registration confirmation:** Confirm with the sub-district office or residential committee within the jurisdiction whether it is necessary to register when returning to work and entering the building during the outbreak. For registration, the personnel of sub-district office or police station should be invited to assist on the spot, and a sticker may be given to the registered personnel to avoid repeated registration. **Note: The information of visitors should always be registered.**
- **Vehicle Access Management**
 - 1) **Publicity:** Refer to the practices for personnel access.
 - 2) **Centralized management:** Only one parking lot entrance should be retained. The automatic license plate identification function should be cancelled (if it cannot be cancelled, obstacles such as traffic cones can be placed at the entrance), and the temperature of all personnel in each vehicle should be checked.
 - 3) **Complete equipment:** Refer to the practices for personnel access.
 - 4) **Efficient process:** At least 2 persons in each entrance lane should simultaneously check temperature as far outside the park as possible, so as to avoid blocking the road.
 - 5) **Registration confirmation:** If information is to be registered at the vehicle access, refer to the practices for personnel access. **Vehicles with license plates from epidemic areas must be registered**, and in principle, such vehicles are allowed to enter the parking lot after registration, unless otherwise required by Party A (e.g., as required by south regional Vanke office & business park).
- **Tangible Service and Epidemic Management and Control Set up**
 - 1) **Disinfection door mat:** The entrances of parking lot elevators and lobbies should be equipped with mats soaked with disinfectant as well as dry mats, the wet mat in front, then the dry mat.
 - 2) **Elevator management:** Notices regarding disinfection frequency and the slogan “talk less in closed spaces” should be set in conspicuous places. Paper towel dispensers should be checked for quantities every two hours.
 - 3) **Restroom management:** Notices regarding disinfection frequency and the slogan “close the toilet lid before flushing” should be posted in a conspicuous place.

- 4) **Mask recovery management:** Waste bins with a lid should be set up in a proper place (such as smoking points) on the first floor outside the building to recycle masks, gloves and other waste, and cleared every 4 hours. A sign reading “Collection Point” should be posted in the elevator lobby on each floor. Masks and other epidemic prevention supplies must be disinfected before being sent to the waste collection unit.
- 5) **Management of food and package delivery personnel:** No such personnel are allowed to enter the building, and client personnel must go downstairs for pick-up. If conditions permit, a unified management area may be set up outside the building.
- 6) **Emergency quarantine room:** For emergencies during the epidemic, an emergency quarantine room should be set up inside the building in a non-main channel and a relatively closed space, and equipped with such epidemic prevention materials as masks, tissues, water and wash-free hand sanitizer.
- 7) **Enabling of ventilation equipment** (FM building, implement after coordinating with the property management office):
 - a. When the fan coil of the central air conditioning system is in normal use, the air supply outlet and return air inlet must be disinfected periodically before resumption (it is recommended not to turn on air conditioners when it is not hot).
 - b. When the central air conditioning fresh air system is in normal use, if there is a confirmed case, the fan should not be stopped. The exhaust branch should be closed after the personnel are evacuated. The fresh air exhaust system should be turned off after a period of operation and disinfected.
 - c. For the all-air system with return air, the return air should be completely turned off to ensure the fresh air operation of the system.
 - d. The underground garage should be ventilated by a fan at 8 o'clock every morning and evening.
- 8) **Management on epidemic prevention materials**

The person in charge of the preparation of epidemic prevention materials should be fully responsible for the custody, receipt, registration and low inventory warning of epidemic prevention materials, follow up with daily reports every day, actively communicate with government departments, and gain support from more government channels.

 - **FM Buildings in the Region (Combined PFM Buildings and PM buildings)**
 - **Communicate and Cooperate with Property Management Office**
 - 1) Disinfection of ventilation system (refer to point 7 of “Tangible service and epidemic management and control configuration” for PM buildings).

- 2) The elevator lobby should be disinfected for not less than 2 hours each time.
 - 3) A notice regarding disinfection frequency should be posted and hand sanitizer with relevant instructions should be provided in the public restrooms.
 - 4) No food or package delivery personnel are allowed to enter the building.
 - 5) Set up mask recovery points in the building, communicate with the property management office about how to centralize disinfection of recovered epidemic prevention supplies.
- **Publicity and VI Signs in the Building**
 - 1) After communicating with Party A, different forms of epidemic prevention publicity may be conducted in such areas as the front desk, office area and tea room;
 - 2) Epidemic prevention reminders should be provided in staff-intensive areas in the office area, such as conference rooms, reception rooms and training rooms;
 - 3) Disinfection reminders and article labels with "Vanke Service and Cushman & Wakefield Joint Venture" LOGO can be appropriately added around the tearoom and leisure area.
 - **Personnel Access Management:**
 - 1) The personnel access should be registered and managed in strict accordance with the list of personnel that can enter and leave the building provided by Party A, and the access cards of personnel not on the list may be suspended in the access control system if conditions permit;
 - 2) All personnel on the list must have their temperature checked when entering the office area;
 - 3) The ID card, telephone number and temperature of visitors should be registered.
 - **Tangible Service and Epidemic Management and Control Set up**
 - 1) **Disinfection door mat:** Communicate with Party A to determine whether it is necessary to place a mat at the main access on each floor. Refer to the practices of PM buildings above for details;
 - 2) **Mask recovery management:** Recovery bins (with lid) for masks and other waste epidemic prevention materials should be set up in the public restroom on each floor;

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- 3) **Emergency quarantine room:** For emergencies during the epidemic, an emergency quarantine room should be set up inside the building in a non-main channel and a relatively closed space, and equipped with such epidemic prevention materials as masks, tissues, water and wash-free hand sanitizer;
 - 4) For others, refer to PM buildings.
- **OS Buildings in the region**
Refer to the situation of each region
 - **Others (applicable to each business line)**
 - **Epidemic prevention training:** All employees should well understand the symptoms, transmission and harm of COVID-19, have complete practical experience in virus prevention and disinfection, and be able to answer the questions of clients. The Business Operation Department will implement employee training and evaluations.
 - **Screening of personnel from epidemic areas:** For PM and FM buildings, visitors should answer four questions: 1. Have they been to an epidemic area? 2. Have their relatives come from an epidemic area? 3. Have they been in contact with personnel from an epidemic area? 4. Do they or their families have fever or cough? Report any abnormality to the company, Party A and sub-district residential committee as required.

Appendix III: [Business Operation Department of Head Office of Vanke Service and Cushman & Wakefield Joint Venture] *Emergency Plan for Non -residential Sites Closed during COVID -19 Outbreak (Trial)*

1. Purpose, Scope of Application and Guidelines

1.1 Purpose

When an outbreak that may lead to the closure of a building under management occurs, based on the risk assessment, preventive measures should be established at each stage of the occurrence or spread of the outbreak so as to prevent losses or other negative effects therefrom.

1.2 Scope of Application

All the property management, asset management, facility management and site service buildings (except commercial buildings and some buildings not applicable to this plan) of Vanke Service and Cushman & Wakefield Joint Venture.

1.3 Guidelines

- 1) Integrate this plan with the overall disaster prevention plan of the building, and include this emergency plan in the overall emergency plan of the building;
- 2) The emergency response team of the regional head office is responsible for seeking guidance from local government authorities, keeping information such as infection rate and mortality rate, expected duration of outbreak and expected spreading trend up to date, and upgrading the plan if necessary;
- 3) The emergency response team of the building should adjust the plan based on the actual situation with the consent of the building owner;
- 4) The emergency response team of the building should require the outsourcing supplier to submit its epidemic prevention plan/emergency plan, so as to ensure consistency and feasibility;
- 5) Emergency plan training should be performed for the building owner, tenants and employees (including the outsourced employees).

2. Information Release - Internal and External

2.1 Internal release of information

- 1) Owner: Communicate to get approval before release
- 2) Tenant: Inform tenants and organize training
- 3) Regional head office management: Submit to regional head office for approval before release
- 4) Building employees (including outsourced employees): Organize special training to ensure the feasibility of plan

3. Emergency Response Team Structure and Alternate Office Location Selection (taking regional head office as an example)



Notes:

- 1) The members of the regional emergency response team must cover all departments to ensure that the situation of all departments is considering in epidemic prevention;
- 2) The regional emergency team leader should be the regional general manager, and the deputy leader should in principle be the person in charge of regional middle platform business operation. Under special circumstances, the deputy leader may also be appointed by the leader;
- 3) The leader of the emergency response team of the building should be the director of property management, and the deputy leader should be designated by the leader. The members of the emergency response team may also include the representatives of the building owner, the representatives of the business management company or other personnel concerned;
- 4) Each team member must have a backup;
- 5) In the selection of alternate office locations, such factors as electric power, air conditioning and ventilation, communication network security, traffic accessibility, physical safety precautions and expenses should be considered. Each regional head office should select at least one alternate office location meeting the aforesaid conditions.

4. Guidelines for Building Closure

4.1 In case of any of the following circumstances, the director of property management should immediately notify the region, and the regional emergency response team, relevant government authorities and other interested parties should jointly evaluate whether the office/building should be closed:

- 4.1.1 If one or more employees in the department or building (gathering office) are diagnosed with the disease, the contact personnel should be strictly quarantined;
- 4.1.2 Local government departments issue notifications regarding the upgrading of the outbreak and require the closure of office;
- 4.1.3 If one or more employees in the department or building (crowded work

space) are suspected of an infection with serious symptoms.

4.2 Principles for office closure/building evaluation:

4.2.1 The severity of symptoms of infected employees and possible secondary effect;

4.2.2 Assess the possibility and harm of epidemic spread with government authorities and medical institutions;

4.2.3 Refer to the comments of EHS (Environment, Health and Safety) department of the head office and other interested parties.

4.3 When it comes to the resumption of office/building work, the above steps are also required for evaluation;

4.4 Before the building is closed, plan training should be conducted for each building based on the actual situation. The executive director should be determined during the closure, and the list of minimum number of personnel on duty (such as security personnel, cleaners and engineers) should be prepared for future use;

4.5 After the building is closed, support and care should be given to personnel on duty. Building staff should provide emotional support for the personnel on duty and their families and provide additional economic compensation if necessary;

4.6 At the start of office/building closure, it is necessary to follow the arrangement of government epidemic prevention department and refer to the following guidelines:

4.6.1 Closure of the whole building

1) When the whole building is closed, the staff of the property management office should cooperate with the government epidemic prevention department, and the regional office should supervise the closure;

2) The building emergency response team should organize personnel in the building to evacuate to the designated area as instructed by the epidemic prevention department. Security personnel are responsible for maintaining order in the designated area and directing vehicles;

3) Personnel should not gather in groups during evacuation and should wear masks. Employees from the property management office need to wear masks and gloves;

4) Information on all evacuees and personnel participating in evacuation will be recorded and those personnel should self-quarantine as required by authorities;

5) Employees from the property management office should pay attention to protecting/preserving belongings and cash, and crucial documents should be brought back by the designated personnel;

6) The director of property management should confirm the facilities and equipment to be utilized with the epidemic prevention department, and arrange a minimum number of personnel to ensure the operation of the equipment as instructed by the epidemic prevention department;

7) If any property management personnel is quarantined, it should be reported to the regional head office, and the regional head office should provide a standby person;

8) A second office location should be used to communicate with clients and the government.

4.6.2 Guidelines for closure of some floors (entire floors or more) of the building

1) The air conditioning fresh air valve of the evacuated floors should be turned off immediately after the closure of some floors, and the connection between the evacuated floors and the main fresh air pipe in the building should be cut off. Should the whole building need be closed, the guidelines in the preceding paragraph should be followed;

2) The building emergency response team should organize personnel in the building to evacuate to the designated area as instructed by the epidemic prevention department. Security personnel are responsible for maintaining order in the designated area and directing vehicles;

3) Personnel should not gather in groups during evacuation and should wear masks. Employees from the property management office need to wear masks and gloves;

4) Personnel on the evacuating floor should be evacuated through a special elevator which is manually controlled by a specific person and should only stop on the evacuating floor. At the end of evacuation, the elevator car should be fully disinfected, and should not be put into operation until it is qualified safe;

5) Elevators should not stop at the closed floors;

6) Information on all evacuees and personnel participating in evacuation will be recorded and those personnel should self-quarantine as required by authorities;

7) During the closure and personnel evacuation, employees from the property management office should remind the owners/tenants to protect belongings, and lock up or remove any crucial documents. The director of property management from the property management office should fully communicate with the government epidemic prevention department to ensure the power supply and normal operation of equipment that should be operating. Other equipment may be suspended.

4.7 After closure, the closed area should be disinfected immediately on a large scale, involving elevators, stairs, lobby, etc. See Section 7 of this plan for details;

4.8 During closure, the closed area should only be equipped with necessary security personnel, disinfection and necessary power supply services. Other services should be suspended;

4.9 During closure, employees from the property management office participating in evacuation should be quarantined.

5. Procedure after Building and Floor Closure

5.1 At the end of the evacuation of personnel on the closed floors, the property management office should cooperate with the epidemic prevention department to comprehensively disinfect public access points, elevators/elevator lobbies, evacuation stairs, tea rooms, cleaning rooms, men's and women's restrooms, administrative restrooms and shower rooms on the floor;

5.2 The owners/tenants on the closed floors are responsible for disinfecting their own areas, and the disinfection personnel of owners/tenants should implement the epidemic control requirements of the epidemic prevention department and the property management office;

5.3 After some floors or the whole building are closed, the property management office should ensure the normal power consumption and emergency power consumption systems and related equipment on each floor are operating normally;

5.4 After some floors or the whole building is closed, the property management office should ensure that the water supply system and equipment as well as the fire water supply system and firefighting equipment on each floor are normal;

5.5 After some floors or the whole building is closed, the property management office should comprehensively disinfect the air conditioning fresh fans and air pipes on each floor, and the coil fans and air pipes of the owners/tenants should also be comprehensively disinfected;

5.6 If the central air conditioning system is a VAV air supply system, after some floors or the whole building is closed, it is necessary to cooperate with the epidemic prevention department to comprehensively disinfect the air conditioning hoods and air supply and return pipes on each floor;

5.7 This part is only for guidance: Special plans should be formulated as required by the government epidemic prevention department and based on the actual situation of the building. If the government epidemic prevention department has special requirements, such requirements should be followed, and the property management office should cooperate.

6. Guidelines for Operation and Maintenance of Main Facilities and Equipment after Building Closure

6.1 The facilities and equipment maintained by the property management office should be shut down or kept in operation as required by the epidemic prevention department:

6.1.1 The main refrigeration machines, water pumps, cooling towers and other equipment of the central air conditioning system should be shut down and powered off;

6.1.2 The cooling towers, water pumps, valves and other major equipment should be maintained according to the annual maintenance plan;

6.1.3 All drainage systems including drainage ditches, floor drains and water collection wells should be disinfected and rinsed weekly;

6.1.4 Water supply systems including reservoirs and water tanks should be inspected every day to make sure they are locked;

6.1.5 Water supply equipment including water pumps and ultraviolet sterilizers should be maintained according to the annual maintenance plan;

6.1.6 The daily inspection and maintenance of elevators, monitors, access controls and fire alarm systems should be strengthened so as to ensure the safe operation of equipment and systems.

6.2 The maintenance of outsourced items such as the heavy current system, weak current system, water supply and drainage system, building renovation, air conditioning system and fire control system should be temporarily stopped during the closure, and resumed later at the proper time, so as to minimize personnel movement and avoid the spread of the outbreak;

6.3 The elevator system should still be maintained twice a month, and the outsourced elevator service personnel should strictly implement the epidemic control system of the property management office;

6.4 This part is only for guidance: Special plans should be formulated as required by the government epidemic prevention department and based on the actual situation of the property. If the government epidemic prevention department has special requirements, such requirements should be followed, and the property management office should cooperate.

7. Guidelines for Large-scale Immediate Disinfection after Building Closure

Operating guidance (for closure of some floors):

7.1 Air conditioning system in office area, such as fresh air fans, air conditioning cabinets, fan coils, air supply outlets and return air inlets

- 1) Cut off the power supply of fan coils to ensure that the equipment is off;
- 2) Clean return air filters with disinfectant or replace them;
- 3) Wipe and clean air supply outlets and return air inlets with disinfectant;
- 4) Wipe temperature controllers with disinfectant;

- 5) Paste a seal indicating the date of disinfection on air supply outlets, return air inlets and temperature controllers.

7.2 The water supply and drainage system in office area, such as restroom water supply and drainage, tea room water supply and drainage

- 1) Disinfect and clean toilets, urinals and sinks;
- 2) Disinfect and clean restroom door handles, toilet stall door handles, faucets, toilet flushing buttons, etc.;
- 3) Wash and clean the restroom floor;
- 4) Seal the floor drains with adhesive paper after cleaning;
- 5) Collect and manage waste paper baskets and waste bins after disinfection and cleaning;
- 6) Turn off the water supply valves and power switches of the restroom, lock the doors and paste a seal indicating the date of disinfection.

7.3 Tearooms

- 1) Disinfect and clean wash basins;
- 2) Disinfect and clean door handles and faucets;
- 3) Wash and clean the floor;
- 4) Seal the floor drains with adhesive paper after cleaning;
- 5) Disinfect, clean and manage waste paper baskets and tea buckets;
- 6) Turn off the water supply valves and power switches of the tea room, lock the doors and paste a seal indicating the date of disinfection.

7.4 Equipment room: heavy current rooms, weak current rooms, water pipe wells

- 1) Clear the debris in the equipment room and disinfect and clean the floor;
- 2) Check that the doors and locks of the equipment room are intact and that the doors can be locked.

7.5 This part is only for guidance: Special plans should be formulated as required by the government epidemic prevention department and based on the actual situation of the building. If the government epidemic prevention department has special requirements or the disinfection is performed by the government epidemic prevention department when the building is closed, such requirements should be followed, and the property management office should cooperate.

8. Cleaning after Building Closure

This part is only for guidance: Special plans should be formulated as required by the government epidemic prevention department and based on the actual situation of the building. If the government epidemic prevention department has special requirements, such requirements should be followed, and the property management office should cooperate.

9. Security after Building Closure

9.1 Wholly closed building:

9.1.1 The auxiliary channel should be closed, and a security post should be set up at the main channel of the building;

9.1.2 The gate guard should check the temperatures of the personnel on duty from the property management office, advise those with fever and other symptoms to go to the nearby hospital for examination immediately, and promptly report the information;

9.1.3 Non-duty personnel are not allowed to enter without justifiable reasons.

9.2 Partially closed building:

9.2.1 The gate guard or receptionist should check the temperatures of client personnel, advise those with fever and other symptoms to go to the nearby hospital for examination immediately, and promptly report the information;

9.2.2 Non-conventional visitors of client personnel who enter or leave the building site and their vehicles should be registered;

9.2.3 Client personnel and visitors who enter or leave the building site should be warmly reminded to protect themselves.

9.3 Security patrol personnel should wear protective clothing and masks when patrolling;

9.4 This part is only for guidance: Special plans should be formulated as required by the government epidemic prevention department and based on the actual situation of the building. If the government epidemic prevention department has special requirements, such requirements should be followed, and the property management office should cooperate.

10. Guidelines for Building Resumption Procedure

S/N	Resumption Procedure	Activities
1	Event Closure	The leader of the on-site emergency response team should confirm to the epidemic prevention department that the closure has been completed, and office work may be resumed. The on-site emergency response team should confirm that there are no remaining safety/health hidden risks that prevent resumption.
2	Report to regional head office and owner	Team leader should notify members of resumption (via teleconference/face-to-face) Update the status of crisis management based on the latest information
3	Technology/equipment	Check that the appropriate desk/phone, facility, equipment and system are functioning properly.
4	Employees return to work from home/back-up work area to routine office	Communicate with the team and have members return to their regular workplace.
5	Notify external parties/stakeholders	Inform the relevant clients/suppliers/key partners that work has resumed.
6	Clear off any work in arrears	Identify delayed work and allocate appropriate resources.
7	Restore system information entry	When the information is recorded manually, designate a person to enter the information into the appropriate system or document
8	Restore daily operations	Clear off delayed work while maintaining normal operations. Consider overtime work.
9	Complete the post-hoc summary report	Fill in the post-hoc summary report (refer to fire drill evaluation report template). Summarize any lessons learned and corrective actions as appropriate.

Appendix IV: Building Epidemic Prevention Checklist

Type	Requirements for Prevention and Control	Yes	No	Not Applicable	Problem	Solutions	Responsible Person
Access Management	Is personnel registration combined with a QR code? If combined, does it cause long waiting time? How can this be resolved?						
	Is the equipment for measuring the temperatures of personnel entering the building and park guaranteed and efficient? Are masks and other necessary protective devices worn?						
	Has a temperature check point been set up and have the temperatures of all personnel entering or leaving the site been checked, including employees from the property management office? Are the temperatures being recorded?						
	Are temperatures being checked when entering and when leaving? Are infrared thermometers being used in crowded places? Is a foot traffic flow design adopted for the access?						
	Is there at least 1m distance between the staff and the person whose temperature they are checking?						
	Is there an abnormal temperature check area at the entrance?						
	Is someone checking whether client personnel and building employees, including outsourced cleaners, security and electromechanical posts, are wearing masks when entering the site, and are they aware they cannot enter if not wearing a mask?						
	Has the passenger elevator been weight adjusted to reduce the capacity and minimize the chances of contact and infection?						
Reminder to Client	Have client personnel been informed about prohibiting delivery workers from entering the office building and asked to pick up deliveries by themselves at a designated location downstairs?						
	Have epidemic prevention notices and publicity posters been posted in conspicuous places throughout the building?						
	Have signs reading "Disinfected" been posted in public facilities and elevators and the button-covering film been changed periodically? Have items to help avoid contact, such as tissue, been provided?						
	Are notices sent to clients at least through the client's communication channel (such as a WeChat group)? (the notices must include: the requirements of						

	the local government for resumption of work and epidemic prevention, virus prevention methods, the need for prompt medical treatment in case of fever, cough and other symptoms, and the instructions of Vanke Service and Cushman & Wakefield Joint Venture for disinfection, cleaning and ventilation)						
	Do posted restroom notices include “disinfected”, the hand washing method, epidemic prevention issues, closing the toilet lid before flushing, etc.?						
	Is it ensured that various information released to clients comes from official channels?						
Epidemic prevention management	Have on-duty personnel been arranged throughout the day to respond to various emergencies in a timely manner?						
	Is the attendance of personnel guaranteed, and how can vacancies be supplemented?						
	Is any care provided to personnel who cannot be on duty, especially those from Hubei, if they are infected with the disease? What measures are taken?						
	Were personnel who entered and left Wuhan during the Spring Festival counted? Were all personnel returning to the work site from Wuhan or after transferring in Wuhan required to work at home for 14 days in principle, and return to work only after confirming that there was no infection?						
	Is the inventory of epidemic prevention materials guaranteed, and how can shortages be made up for?						
	Have all employees received training on epidemic prevention?						
	Procure masks, gloves and other materials; essential articles of the building; provide wash-free hand sanitizer at the access points, front desk, etc.; provide hand-held thermometers at the access points; receive masks for the next day on current day.						
	Is centralized dining avoided? Is there a limited number of persons eating at the same time? Is there a mark indicating to maintain a distance of at least 1m during meals? Are meals scheduled at staggered time?						
Is the centralized use of conference rooms limited? Are signs set up and seats reduced to ensure at least 2 metres distance between participants?							

Personal protections	Do masks meet epidemic prevention standards (N95, medical surgical mask)?						
	Do the disinfection personnel wear protective goggles, masks and gloves, and is the protective clothing worn for first-level response buildings?						
	Are waste protective articles put in waste bags and placed in the designated bins?						
	Are the waste bins for used protective equipment placed apart from one another and clearly marked?						
	Has basic emergency equipment been provided (no oral medication should be in the first aid kit)?						
	Are records made for distribution, receipt and use of protective equipment?						
	Is there a person responsible for the storage of protective equipment?						
Disinfection	Are the lobby and elevator lobbies, including handles, buttons, seats and other frequently touched areas disinfected at least once a day?						
	Do the elevator lobbies have notices indicating the interval distance and the limited number of passengers? Are the elevator buttons covered with film? And are tissues provided and the times of disinfection, disinfection duration and other information noted?						
	Are the waste bins and waste corners disinfected and cleaned twice a day including at least one spraying?						
	Are the frequently touched parts of unit doors and corridors, including switches and handles, disinfected twice a day?						
	Are utility facilities such as tables and chairs and leisure facilities disinfected at least once a day?						
	Are child recreational facilities disinfected at least twice a day?						
	Are restroom facilities and floors disinfected at least twice a day?						
	Are the fans in the underground garage turned on periodically every day?						
	Are the card readers of parking lots/guard booths and tables and chairs in the guard booths wiped at least once?						
	Is the floor of the clubhouse cleaned at least once a day, and are the door handles/knobs/ buttons, tables, chairs, and fitness and recreational facilities wiped at least twice a day?						
	Is the floor of the sales hall cleaned at least once a day, and are the door handles/knobs, tables, chairs, telephones, computers, printers, copiers and						

	air conditioners, etc. wiped at least twice a day?						
	Is the floor of the employee dormitory/canteen cleaned at least once a day, and are the stoves, tables, chairs, beds, etc. wiped at least twice a day?						
	Are the building offices and office equipment wiped at least once a day?						
	Are all filters/screens of the air conditioning system in the building cleaned or changed at least once a week?						
	Is the ventilation equipment in the building cleaned and serviced? Have the corridor ventilation practices been developed for confirmed cases?						
	Are all the disinfection flammables separately sealed and stored?						
	Are storage areas near heat and power sources and provided with firefighting equipment?						
	Are containers the special containers?						
	Are filling containers labelled with "Name", "Use", and "Emergency"?						
Emergency Response	Is there a complete emergency response procedure? (guidelines for BG and JV procedures)						
	Is there a clear flow chart of responsibilities and reporting?						
	If clients or property management personnel experience fever or other symptoms and seek medical treatment to confirm the diagnosis, is the information promptly reported according to the emergency requirements within 1 hour?						
	Are there quarantine rooms not sharing ventilation with other spaces for the building?						

Appendix V: Self-examination Form for Epidemic Prevention and Control before Building Resumption

S/N	Classification	Content	Completion Status	Existing Problems	Remarks
1	Communications	Is there a communication with clients about the time for resumption of work?			
2		Will there be any assembly or get-together before or after resumption of work?			
3		Is there communication with the local sub-district office, sanitation and public security departments and other government departments to form emergency linkage prevention and control?			
4		Is the emergency contact information of the sanitation and public security departments, sub-district office and building posted on site?			
5		Is an emergency working team established with clear division of labour?			
6		Is there a temporary quarantine area and is a sign posted?			
7	Employees	Is the basic information of employee return, location, physical condition, etc. fully known?			
8		Is comprehensive training provided for the employees to improve awareness of and skills related to epidemic prevention?			
9		Is the necessary protective equipment available for returned employees?			
10		Has the dormitory been disinfected?			
11	Environment	Have public areas and objects such as lobbies, elevators, restrooms and waste stations been disinfected in advance?			
12		Are special waste bins for masks, gloves, etc. provided and disinfected?			
13		Is waste disinfected, and do the waste disposal personnel protect themselves well?			
14		Is client personnel being assisted or reminded in advance to ventilate the office area, etc.?			
15		Is the restroom outfitted with hand sanitizer?			
16		Are the cleaning tools disinfected in advance?			
17	Facilities	Has the air conditioning and ventilation system been inspected, maintained and disinfected and is the equipment normal before resumption?			
18		Has the exhaust system in the building been inspected, maintained and disinfected and is the equipment normal before resumption?			
19		Can doors and windows be opened and closed before resumption so as to ensure that the outdoor fresh air can enter the room?			
20		Have the water supply equipment and facilities (tap water, direct drinking water, drinking water, etc.) been inspected and maintained and is the equipment operating normally before resumption?			
21		Have the water seals, elbows and traps of drainage facilities been inspected and relevant measures taken before resumption?			
22		Have all facilities in the restrooms, tea rooms, lobby and elevator lobbies been inspected and ensured to be effective before			

S/N	Classification	Content	Completion Status	Existing Problems	Remarks
		resumption?			
23		Have all facilities in the dining hall been inspected and ensured to be effective before resumption?			
24		Has an operation schedule been developed for various equipment and facilities and implemented by special person on duty before resumption?			
25		Have all tools and instruments been disinfected, and are consumables (filter, disinfectant, etc.) provided?			
26	Publicity	Is the advertising display and poster used to publicize prevention and control information?			
27		Have the epidemic prevention signs issued by the head office been printed and posted?			
28	Materials	Is the gate guard or the receptionist provided with registration forms and thermometers?			
29		Are there enough disinfection supplies for 10 days?			
30		Is there enough protective equipment such as masks, gloves, protective clothing and goggles for 10 days?			
31	Safety	Are flammable chemicals such as ethanol properly stored?			
32		Is protective equipment for disinfection personnel complete?			

Appendix VI: [Business Operation Department of Head Office] Further Measures and Requirements for the Prevention and Control of COVID-19 in the Building Site or Office Place

Strict work modes, personnel management, resource guarantee, health monitoring, environment improvement, health publicity and other measures should be implemented in the workplaces of all parks, office buildings and regional companies so as to prevent the spread of COVID-19 infection within the scope of management.

I. Work mode and personnel management: Further optimize, solidify and strengthen the work mode during this unconventional time, so as to realize "absolute isolation" in the workplace

1. The person responsible for epidemic prevention and control at the building site or office should be specified to perform the responsibilities for epidemic prevention and control.
2. The existing A/B office space and office mode in the region should be arranged as follows: Personnel in A/B should not work at the same time within 14 days, and should not check the work of the same building, have meals together or gather in the same conference room.
3. The per capita office area after resumption should be 25 m², work cubicles should be reasonably arranged, and the distance between people should be maintained at least 2 metres.
4. Notices in the office area regarding various scenarios should be strengthened, such as reducing offline meetings, no overcrowding in conference rooms, no closed doors, personnel seating intervals of 2 metres and diagonal seating.
5. Unnecessary personnel movement should be minimized, and employee gatherings and group activities should be avoided or minimized.
6. Employees should check their temperature every day. In case of suspected symptoms such as fever, they should promptly report to the company or the responsible person for health management of the building. The responsible person for health management should promptly identify, track and report the personnel with suspected symptoms within the unit.
7. The responsible person for health management should immediately take the person with suspected symptoms such as fever to the temporary quarantine room/area for on-site quarantine and personal protection, and promptly report the relevant information to the responsible person for epidemic prevention and control, then send the person with suspected symptoms to the designated medical institution in the region under guidance as required by the specifications.

8. Health publicity and education on personal protection, hand washing, window opening and ventilation, etc. should be carried out for employees. All employees should remain vigilant against the outbreak and implement overall prevention.
9. When confirmed cases of COVID-19 occur in the region, comprehensive prevention and control measures such as disinfection, environmental monitoring, personnel health monitoring and reporting, and health education should be implemented under the guidance of the health department.
10. When employees return to work, they should voluntarily report their personal travel information to their units. The list of employees (including building personnel and outsourced personnel) in the designated region should be filed and clearly record the travel history and long-distance transportation means of all on-duty employees in the region for future reference. If they have been filed in the Company's system, the health information must be filled in daily as required.

II. Epidemic Management Measures and Requirements at Building Level

1. The routine service process during this unconventional time should be examined. The minimum guaranteed operation plan for the building should be implemented. The number of on-the-job personnel should be minimized and the contact between employees and client personnel, and among employees should be reduced.
2. Dormitories with physical quarantine conditions should be provided for building employees (including outsourced employees) to the greatest extent possible. If independent accommodation proves difficult, a hotel near the building can be used as the standby quarantine point. The central air conditioner should not be used at the quarantine point and independent sanitary facilities should be available. During the quarantine period, the quarantined person should not leave the quarantine room without authorization and should not have close contact with others. Screen personnel who have had close contact with the quarantined person and arrange for them to work at home until the quarantine alert is over.
3. Check whether building employees (including outsourced employees) in the region who live with others, are on irregular scheduling, and working for two or more buildings at the same time (such as day shift in building A and night shift in building B). Avoid the above conditions when scheduling as far as possible to prevent cross infection. Control the working hours of employees to ensure that employees have at least 12 consecutive hours of rest.
4. The daily material reserves should be adequate, and emergency material reserves ensured, e.g. thermometers, N95 masks, protective clothing, goggles, disinfectant and disinfection facilities.

5. Under the guidance of the standard plan, the building emergency plan should be established according to the actual situation of the building. Emergency drills should be carried out and each link verified one by one.
6. Meet the resumption requirements set by the local government or file a resumption report, prepare for and respond to government inspections and unannounced media visits, especially at the client interface, e.g. gate guards, temperature check points, waste disposal and express delivery. In case of any questions, communicate with the head office as early as possible.
7. While still ensuring a smooth fire evacuation passage, in principle, one main access should be retained for each building, and a well-ventilated, relatively independent temporary quarantine room/area should be set up.
8. Temperature checking of employees at the access points to buildings or offices should be strengthened, and visitors should be registered, their temperatures checked and records kept.
9. Standard actions such as temperature checking at entrances, ventilation in buildings and disinfection in key areas should be continuously performed to ensure the safety of internal environment.
10. Corresponding building supervision mechanisms should be established in the region, and adjusted according to the resumption of each building to supervise the entry of employee information, the implementation of measures, etc. The content of inspections as well as the corresponding rectification measures should be explicitly stated.

III. Guidelines for Handling Confirmed Cases at Building Sites or Offices

- (I) When one confirmed case occurs in a building unit in the park or the office building, in addition to implementing the above measures:
 1. Under the guidance of the health department, as required by the specification, assist in implementing the environmental monitoring of the building unit where the case occurs, and carry out final disinfection in possibly contaminated areas.
 2. Assist in investigating any close contacts and implementing centralized quarantine medical observation.
 3. All personnel in the building unit should perform independent health monitoring and reporting. Take their temperatures twice a day and report the results to the responsible person for health management. The responsible person for health management should collect their temperatures and health statuses every day. If a person has suspected symptoms, he/she should be urged to wear a mask and go to the fever clinic of the nearby medical institution for treatment.

4. Implement the daily reporting system for fever symptoms. The person responsible for epidemic prevention and control of the unit should report the situation to the community health service centre in the place where the unit is located.
 5. The responsible person for health management is liable for strengthening the active search for personnel with suspected symptoms within the scope of management.
 6. Relevant units are responsible for organizing publicity education on the prevention and control of COVID-19 to reassure employees.
- (II) When two or more confirmed cases occur in different building units in the park or the office building, in addition to implementing the above measures:
1. Under the guidance of the health department, as required by the specifications, assist in implementing final disinfection of possibly contaminated sites, carry out environmental monitoring on the building units/floors where the cases occurred, evaluate the scope of possible contamination, and implement the corresponding disinfection, quarantine and personal protection measures.
 2. Assist in investigating any close contacts and implementing centralized quarantine medical observation.
 3. All personnel in the building should perform independent health monitoring and reporting. Take their temperatures twice a day and report the results to the responsible person for health management. The responsible person for health management should collect their temperatures and health statuses every day. If a person has suspected symptoms, he/she should be urged to wear a mask and go to the fever clinic of the nearby medical institution for treatment.
 4. Implement the daily reporting system for fever symptoms. The person responsible for epidemic prevention and control of the unit should report the situation to the community health service centre in the place where the unit is located. For different sized units, the scope of independent health monitoring and reporting should be determined by the regional centre for disease control and prevention based on their investigations.
 5. The responsible person for health management is liable for strengthening the active search for personnel with suspected symptoms within the scope of management.
 6. Relevant units are responsible for organizing publicity education on the prevention and control of COVID-19 to reassure employees.
 7. After comprehensive evaluation and investigation, if necessary, application for further implementation of epidemic prevention and control measures should be filed with the superior competent department and the regional government.

Appendix VII: [Yangtze River Action⁸ Work Notice No. 066] Supplementary Requirements for Epidemic Prevention and Control for Comprehensive Resumption of Work

Each VS region:

On February 21, the Joint Prevention and Control Mechanism of the State Council issued the Guidelines for Epidemic Prevention and Control Measures for Resumption of Work at Enterprises and Public Institutions (hereinafter referred to as the "Guidelines") in order to guide the implementation of various work requirements for prevention and control of COVID-19 and promote the steady and orderly resumption of work at enterprises and public institutions. Based on the Guidelines and in combination with the documents issued by the Yangtze River Action working group, the supplementary requirements are as follows:

I. Ensure employee health management

Each region should track the movement of employees, conduct health management in accordance with local requirements, and implement home or centralized quarantine medical observation for employees from areas with serious outbreaks. All employees should check their temperature twice a day and promptly fill in the "Health News Daily" (Enterprise WeChat - Workbench - Report - Health News Daily) in the system. Know the health status of absentees, register employee health information, and report employee health information to the local government department during resumption of work as necessary. In principle, to minimize the chances of cross contact, employees of different buildings are not allowed to live together. If the building permits, day shifts and night shifts can be fixed, further achieving personnel separation. Once the scheduling of employees is determined, the shifts and personnel should not be arbitrarily changed. The above methods with prevent property service personnel from working at the same time and living together, thus reducing their daily contact. In principle, each dormitory should have no more than 6 persons and not less than 2.5 m²/person. Based on the actual situation, staggered office hours, flexible working system or work at home can be adopted.

II. Strengthen the personnel access registration management and office quarantine management

Each business unit should assign special personnel to strictly manage all passages into and out of the company's workplace, community and dormitory. Units that use fingerprint attendance machines should temporarily stop using them (including attendance of outsourced parties) and adopt other methods to register personnel access. Every time employees enter an office area or dormitory, they should wear masks and have their temperature checked at the entrance. Only when their temperature is normal can they enter. If their temperature is abnormal, they should be sent to the quarantine area for observation or sent back home to rest. Entry of visitors should be minimized. If it is truly necessary for work, their temperature should be checked, and their place of origin, work unit, contact with personnel in epidemic areas, etc., should be registered. Those meet the requirements can enter. 2 metres distance rule: The office staff should maintain a distance of more than 2 metres for each other, and the adjacent or opposite cubicle should be

⁸ 'Yangtze River Action' refers to the collective actions taken by Vanke Service against COVID-19

vacant. Office staff should work in designated areas, and should not go to other floors or seats to talk, so as to avoid cross contact. Any form of visiting (including meeting, dining, fetching objects, parking, etc.) should be prohibited, so as to achieve absolute quarantine.

III. Clean and disinfect work and living areas

Public areas and related articles such as workplaces, dining halls, elevators, restrooms, wash basins and commuting tools should be disinfected periodically by specific employees at least twice a day. Frequently-touched objects such as elevator buttons and doorknobs should be disinfected at least 4 times a day.

IV. Maintain ventilation in the workplace

Natural ventilation is preferred in all workplaces where conditions permit, and personnel should be reminded to keep warm if the room temperature decreases due to ventilation. If air conditioners are used, the air supply should be safe and sufficient. All exhaust air should be directly discharged to the outside. When air conditioners are not used, the return air channel should be closed.

V. Ensure the normal operation of hand washing facilities

Hand washing equipment should be set up in the workplace. Facilities for hand washing should be kept in normal operation. If there is no hand washing equipment, wash-free disinfectant should be provided.

VI. Reduce employee gatherings and group activities

Employees should line up when using passages, elevators, stairs and smoking areas, maintain a distance of no less than 2 metres, and not talk to others when smoking. Each office site should have an independent quarantine area with warning signs pasted. Reduce the frequency of meetings, shorten the time and control the scale of necessary meetings, maintain air circulation in the meeting room, and encourage video- or teleconferences.

VII. Strengthen employee dining management

Appropriately extend serving hours, avoid rush hours, and use meal boxes when conditions permit. Strengthen the cleaning and disinfection of reused tableware and use disposable tableware when disinfection cannot be performed. Employees should not sit face to face or talk to others when eating.

VIII. Provide medical services

It is necessary to establish contact with nearby medical institutions to ensure that employees can receive prompt treatment or medical services. Pay attention to the mental health of employees and promptly relieve mental stress.

IX. Manage the quarantine area, employees with suspected symptoms and the confirmed cases

1. Set up a quarantine area

When an employee has suspected symptoms, promptly send him/her to the area for

temporary quarantine, report it to the local medical control department, and arrange for the employee to seek medical treatment nearby as required by relevant specifications.

2. If an employee is found to have suspected symptoms, after closing and disinfecting relevant areas, immediately isolate his/her cubicle and dormitory, further close his/her office space and dormitory building based on medical observations, prohibit everyone from entering, and disinfect his/her places of activity and items used by him/her under the guidance of professionals. Cooperate with involved parties on prevention and control measures for close contacts.

3. Respond to confirmed cases

A business unit with confirmed cases should take measures to prevent spreading within the unit or beyond, and strengthen the epidemiological investigation, tracking management of close contacts, disinfection of epidemic spots, etc. A business unit where the virus is spreading should take measures to prevent spreading within the unit or beyond, temporarily close the workplace according to the severity, and resume work after the outbreak is under control.

X. Standardize waste collection and treatment

Set special waste bins for masks in public areas, strengthen the cleaning of bins, and periodically disinfect the bins. Strengthen classified management of waste, collect and clear the waste in a timely manner. Standardize waste collection and treatment by referring to the Guidelines for Waste Classification during the Epidemic Period issued by Vanke Service Waste Classification Joint Working Group on February 14. Although the spread of epidemic has slowed down, the risk is far from over. We hope that all regions, in accordance with the relevant requirements of the [Yangtze River Action Work Notice No. 003] Notice on Prevention and Control of COVID-19, include the supplementary requirements for epidemic prevention and control for comprehensive resumption in the plan of their respective "Epidemic Emergency Response Group" in a timely manner, specify the responsible person of each business unit for epidemic prevention and control during comprehensive resumption of work, and in combination with their business types, from region to department and team, effectively implement the above ten measures and work requirements issued by the "Yangtze River Action" working group, as well as stay vigilant at all times to win this battle!

References:

Notice of the State Council on Printing and Distributing the Guidelines for Epidemic Prevention and Control Measures of Enterprises and Institutions to Resume Work through Joint Prevention and Control Mechanism for COVID-19

Vanke Service Development Co., Ltd.
Yangtze River Action Work Group - Security Group
February 23, 2020



Vanke Service | Cushman & Wakefield Joint Venture

Cushman & Wakefield and Vanke Service launched the joint venture (JV) on December 12, 2019. The JV – Vanke Service | Cushman & Wakefield is a strategic alliance that elevates the combined strengths of two commercial property industry leaders. It operates in 90 cities across Greater China, with a portfolio of over 100 million square metres under management. The company provides full spectrum services to over 1,000 commercial projects with a dedicated team of 20,000+ professionals.

Vanke service

Vanke Service, a subsidiary of China Vanke Co., Ltd., is a leading provider of property management services in China. It covers 99 first and mid-tier cities with 3,672 residential projects and a total of 630 million square metres under management. It has an integrated team of more than 100,000 experts in residential and corporate real estate.

Cushman & Wakefield

Cushman & Wakefield is one of the world's largest commercial real estate services firms, operating in more than 70 countries with 51,000+ employees. It offers full life-cycle custom services involving project management, leasing brokerage, capital markets and consulting.

RICS

As a globally recognised professional body, everything we do is designed to effect positive change in the built and natural environments.

Through our respected global standards, leading professional progression and our trusted data and insight, we promote and enforce the highest professional standards in the development and management of land, real estate, construction and infrastructure. Our work with others provides a foundation for confident markets, pioneers better places to live and work and is a force for positive social impact.

With over 134,000 highly qualified trainees and professionals, and offices in every significant financial market, we are ideally placed to influence policy and embed our standards within local marketplaces in order to protect consumers and businesses. In doing so, we can innovate and progress the development of spaces and places so they are fit for future generations, in addition to the challenges faced in the present.



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