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LUJIAZUI FINANCIAL CITY

COVID-19 recovery guidelines for buildings - China practice

rics.org/cnc19guidebook

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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 guideline and 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 guideline and 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

Since the beginning of this year, Covid-19 pandemic has swept the world, causing a devastating impact on global economic and social development. Faced with this global public health crisis, the only way out is to stand with each other in solidarity to safeguard lives and livelihood. After a short period, China has successfully contained the spread of the virus. As the most influential business district in China, Lujiazui Financial City is now fully re-opened; and to date, no confirmed cases have been reported for professionals working in all the office buildings in the city. We feel, more than ever, that cooperation and collaboration are crucial when facing the pandemic. Therefore, together with the Royal Institute of Chartered Surveyors (RICS) and Vanke Service | Cushman & Wakefield, we issued this Guidelines, through which, we hope to share with the international communities the practical experience accumulated by China in the prevention and control of the pandemic. We hope that such practices together with resolute actions can provide valuable references to office buildings all over the world when they reopen for business, we all play a part in fighting the global crisis.

As the core area of Shanghai's International Financial Center Initiative, hosts the most comprehensive financial factor markets, the highest concentration of financial institutions, the most abundant financial talent pool and the best-quality professional services. Lujiazui is home of China's first stock exchange, first foreign bank, first foreign-funded insurance company, and many other 'China's firsts'. Lujiazui is the symbol of China's reform and open up, and is also the epitome of Shanghai's modernization. As the public administrative authority of Lujiazui, we are continuously optimizing the business, cultural, ecological and working environment of Lujiazui, and dedicated to building Lujiazui Financial City into a world-class financial city that is great for both work and life.

Lujiazui is a city of opportunity, openness and innovation. We welcome more companies to invest and build businesses in Lujiazui and more global talents to realize their dreams in Lujiazui.

Ren Kaifeng

Deputy Director-General, Lujiazui Financial City

Foreword

COVID-19's on-going global expansion pulled the world into uncharted territory, forcing policy makers and professionals alike to face challenges that were unthinkable until few months ago. As countries around the globe are taking the first prudent steps to ease lockdowns, it becomes clear and clearer that there will not be such thing as 'business as usual'. A new normal is in front of us and understanding how to cope with it is the paramount challenge of our times.

As the world-leading professional body in the built environment, the RICS is proud to support the profession's journey out of the pandemic by taking advantage of its global presence and network to promote and share the best ideas, practices and lesson learnt in China, one of the first countries to emerge from the crisis. This document is shaped by this effort and represents an example of a collaborative approach where key stakeholders put together their expertise and share them with the market.

Focused on assuring public health through property and facility management, core elements in the built environment value chain, this document is something we are very delighted to share knowing that its diffusion will be beneficial for the whole market. Indeed, it is the combination of best practices matured by public authorities (Shanghai Lujiazui Financial City) in managing buildings and places as well as by the profession (Vanke Service | Cushman & Wakefield) in assisting more than two thousand companies and in managing one thousand buildings in mainland China.

We are fully aware that each country, building type and company have different needs and conditions, nonetheless we believe that coping with the new-normal requires us to uphold the highest standards and practices as well as to promote them with our global network.

As a result, we are very much honoured to share this document with our members and network around the globe, certain it will be a valuable source of ideas and practical processes of proven success.

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 as well as public sector Lujiazui Finance City 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 guidelines are important.

It is encouraging to see private – public sector collaborations in place to address the newly emerging health and safety concerns faced by our workforce in general. A good example of such collaborations is the publication of the Vanke Service and Cushman & Wakefield Joint Venture COVID-19 Recovery Guidelines 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 guidelines 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 guidelines.

Xue Ya

President of Delos Asia



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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.



Lujiazui Financial City

Founded in 1990 by the State Council, located in Pudong Shanghai, and covering an area of 31.78 square kilometers, Lujiazui Financial and Trade Zone (Lujiazui Financial City) is China's only national-level financial and trade development zone. In 2009, the State Council confirmed Lujiazui as the core functional area for Shanghai's International Financial and Shipping Center. With the extension of China's Pilot Free Trade Zone in April 2015, Lujiazui was formally included as part of the Shanghai FTZ.

Lujiazui Financial City hosts the most comprehensive financial markets, financial infrastructures and financial ecosystems. It has become an important platform for financial institutions and professionals to conduct financial activities and trade. By the end of 2019, it has become home to over 40,000 enterprises, 12 national-level factor markets, 41% of foreign banks subsidiaries in China, over 90% of China's foreign-invested AMCs, over half of Shanghai's licensed financial institutions, regional headquarters of over 115 MNCs, 5,000 emerging financial companies and 3,000 professional services companies. Over 500,000 people work in Lujiazui, and among them 230,000 work in the financial industry.

Lujiazui Financial City is benchmarking its services to the world's top financial centers such as Wall Street of New York City and the City of London. It continues to support trade and investment, promote regulatory and financial innovation, facilitate global and international cooperation, create a business environment that is law-based, business-friendly and in line with international best practices. It serves not only as the functional region for Shanghai's International Financial and Shipping Center Initiative, but also strives to be the preferred location for domestic and international companies' headquarters. As the testing ground for institutional innovations in finance and trade, Lujiazui plays a central role for Shanghai's plan to become a truly global city, and a world-class financial city.

The background of the slide is a photograph of a large, multi-story red brick building with classical architectural features like arched windows and stone masonry. In the foreground, a black wrought-iron fence runs across the bottom. A purple flag with the RICS logo is flying on a pole to the right. Green leaves from a tree are visible in the top left corner.

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.

1 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 guidelines on how the commercial building management firms and local authorities are 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 multiple stakeholders to fight this global war on COVID-19. Public and private sectors are working closely together. 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 guidelines include inputs from the private sector – Vanke Service | Cushman & Wakefield, one of the largest property management companies in China; the public sector – Lujiazui Financial City, the rising global financial centre Shanghai's local government administration office; 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 public-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



2 GETTING READY

2.1 SET UP A SPECIAL TASK FORCE

Commercial buildings and tenant companies shall establish a COVID-19 prevention and control mechanism and set up a special task force, responsible for communication and emergencies.

Responsibilities of the task force shall include but not limited to: roles and responsibilities, coordination, communication, training, security, health and safety, on-site control, emergencies handling, etc. It shall form and implement the COVID-19 prevention and control plan, contingency and response plan. It shall follow the government and company policy and report in time on the situation and development of the properties under management.

Property owners, property management and tenants shall keep close contact and have a coordinated approach to communicate effectively with governments, communities, neighbourhoods and other stakeholders.

2.2 RESOURCES ALLOCATION

Property management shall have a stockpile of protective materials, including but not limited to:

- ❖ Disinfectants
- ❖ PPE – personal protective equipment (disposable surgical masks, N95-level face masks, gloves, etc.), a stockpile of 7-10 days supplies is recommended.
- ❖ Prevention and control equipment (temperature measurement equipment, spray bottles, etc.), ultraviolet lamps, protective clothing, goggles and rubber boots where necessary.
- ❖ Designated staff to manage the stockpile, keep records and check balances, make orders timely to keep sufficient stock.
- ❖ Each building shall have a stockpile of daily supplies of drinking water and snacks in case of emergency.

2.3 BUILDING CLASSIFICATION

Property owners and property management shall have a complete and thorough inspection of the building, including the accurate number of tenants and employees, and a detailed list of all the facilities.

Buildings can be divided into four categories under the prevention and control policy and emergency plan, the guidelines cover all 4 categories.

- ❖ Tier 1 buildings (with more than 1,000 employees)
- ❖ Tier 2 buildings (with less than 1,000 employees)
- ❖ Special buildings (mixed use of residential and office)
- ❖ Public buildings (schools, hotels, sports and leisure facilities and other public buildings)

2.4 COMMUNICATION

Property management shall print and hand out COVID-19 prevention and control brochures or flyers to tenant companies and employees, reinforcing public health risks and protection measures. For buildings equipped with LED displays, play the COVID-19 prevention, control and protection information.

Signage and posters shall include the following information:

- ❖ General information about COVID-19
- ❖ Disinfection and prevention measures and schedules
- ❖ Health and safety tips
- ❖ Prevention measures undertaken by the management
- ❖ Control and containment measures undertaken by the management

2.5 PROTECTION GUIDELINES

2.5.1 Normal position protection guidelines

COVID-19 is mainly transmitted by respiratory droplets and contact. Staff should be well informed on how to wear and dispose face masks, getting into the habit of frequent hand washing to prevent and avoid virus infection and transmission. Staff should master the process of putting on and taking off PPEs. Wastes need to be properly disposed.

The following conditions shall be met for staff on duty: healthy physical condition, body temperature lower than 37.3 °C, no symptoms of respiratory tract infection such as coughing and running nose; no previous visits to the high-risk regions in the past 14 days, no close contact with people from high-risk regions. Staff on duty shall be well trained and briefed on COVID-19 prevention and control, personal protection, health and safety, emergency handling measures and processes.

2.5.2 High-risk position protection guidelines

Protection guidelines for staff with high-frequency people contact:

- ❖ It is mandatory to wear face masks and disposable rubber gloves and keep a physical distance of over 2 metres. Wash and disinfect hands after removing gloves. Wear goggles where feasible.
- ❖ In the high-risk areas, property management shall take stricter measures according to the specific needs and situation on the ground.

Protection guidelines for staff in isolation observation area:

- ❖ PPE shall include protective clothing, goggles, rubber gloves, N95-level face masks and protective rubber boots.
- ❖ Finish each procedure with spraying 75% alcohol solution on used items before disposing them into the medical waste bin.
- ❖ Staff on duty in the isolation observation area must be trained and tested before being deployed. They shall be supervised, inspected and guided during their assignment.

3 PUBLIC SPACE MANAGEMENT

3.1 ENTRANCE AREAS

3.1.1 Pedestrian entrances

Measure the temperature of the people entering the building and keep the record; those body temperatures exceed 37.3 °C should seek medical advice or stay at home. Isolate and report the suspected and confirmed cases. Only healthy employees should return to work. Control measures include:

- ❖ Anyone entering and exiting the building must wear a face mask and have his/her temperature measured.
- ❖ Set up a temperature measurement area at entrances and equip with infrared thermometers or handheld thermometers.
- ❖ People entering the building must register personal information, including name, company, ID or passport number, phone number, previous visits to the high-risk regions and any non-local travel within the past 14 days. The registration can be summited either by scanning QR code or in writing. Only people who meet the conditions can enter the building; those body temperatures exceed 37.3 °C are not allowed to enter the building and will be reported to the stakeholders in time.
- ❖ To avoid congregating at the entrance, take the following measures to ensure social distancing:
 - Extend the queuing at the entrance
 - Marking the floor with over 2 metres gaps in the waiting area
- ❖ To avoid transmission, buildings should be under closed management. Separate pedestrian exits and entrances to avoid using the same route to enter and exit the building, causing congregating. For buildings with only one entrance/exit, staff should be at the entrance to guide people in and out for crowd prevention. People driving to work should enter the building from the main pedestrian entrance after parking. If the conditions do not allow, a separate pedestrian entrance should be made available at the underground parking.
- ❖ Disinfect the buildings daily and increase the frequency during peak hours. Disinfect carpets can be placed at the entrance and exit to disinfect the shoe soles.
- ❖ Place alcohol disinfectant or hand sanitisers at entrances and exits.



Photo 1 – Social distance (Vanke Service | Cushman & Wakefield)



Photo 2 Information Registration by scanning QR codes (Vanke Service | Cushman & Wakefield)



Photo 3 Temperature measurement (Vanke Service | Cushman & Wakefield)



Photo 4 Temperature measurement using infrared thermometers (Lujiazui Financial City)



Photo 5 Temperature measurement by handheld thermometers (Lujiazui Financial City)



Photo 6 Registering personal information (Lujiazui Financial City)



Photo 7 Alcohol disinfectant and hand sanitisers at the lobby (Lujiazui Financial City)

3.1.2 Vehicle entrances

- ❖ During the outbreak, following the local policies and with the permission of the building owners, the underground parking shall be accessed by tenant companies only. Visitors are not allowed.
- ❖ Register vehicle plate number and driver/passenger personal information by scanning QR code if feasible.
- ❖ Measure drivers and passengers' temperature at the entrance; those exceed 37.3 °C are not be allowed to enter the building.
- ❖ Disinfect indoor parking including the tyres of vehicles.
- ❖ Separate vehicle entrances and exits to avoid infection and transmission.
- ❖ Protect staff on duty.



Photo 8 Temperature measurement (Lujiazui Financial City)

3.1.3 Visitor areas

- ❖ During the outbreak, set up a designated area for visitors at the lobby of the building to reduce the risk of imported cases and transmission.
- ❖ Measure the temperature of the visitors; those body temperatures exceed 37.3 °C are not allowed to enter the building.
- ❖ Disinfect visitor area daily, after each use if possible.



Photo 9 Separated visitor area
(Vanke Service | Cushman & Wakefield)

Photo 10 Visitor area (Lujiazui Financial City)

3.1.4 Takeaway and courier dropping off areas

- ❖ Place all courier deliveries and food deliveries at designated areas regulated by the property management to avoid infection and transmission.
- ❖ Set up a non-touchable takeaway food and courier delivery area. Place shelves separately for food and courier deliveries.
- ❖ Disinfect the dropping off areas 4-6 times daily and record the log.
- ❖ During the COVID-19 outbreak, encourage employees to bring their own food and reduce dining out.



Photo 11 Courier delivery shelf
(Vanke Service | Cushman & Wakefield)

Photo 12 Takeaway
delivery shelves (Lujiazui Financial City)

3.2 ELEVATORS AND STAIRWAYS

3.2.1 Elevators

- ❖ The property management shall disinfect the elevators 4-6 times daily, the buttons inside and outside, the handrails and record the log.
- ❖ In order to minimise the risk of COVID-19, avoid touching any items or parts in the elevator. Use protective film to cover the elevator buttons, which can be replaced daily. Provide tissues and hand sanitisers.

- ❖ Place floor stickers at the waiting area and assign staff to guide people to queue up with a physical distance of 2 metres during peak hours. Reduce the number of people in the elevator to avoid infection and transmission.
- ❖ When waiting for the elevator, try to keep the distance from the elevator door. Stand on both sides of the elevator door and avoid directly facing passengers exiting the elevator.
- ❖ Reduce the number of people in the elevator, e.g. 50% of the elevator's normal capacity.
- ❖ Inside the elevator, mark the floor to position passengers; avoid talking.
- ❖ Turn on the extractor fan in elevators to fill in fresh air.
- ❖ Cargo elevators are not allowed to carry passengers to avoid infection and transmission.



Photo 13 Floor markers in the elevator
(Vanke Service | Cushman & Wakefield)

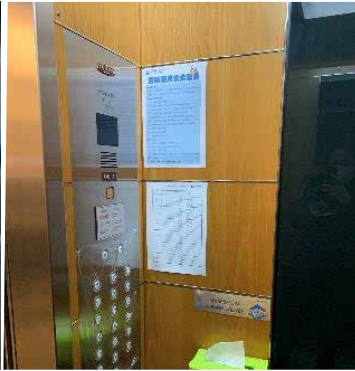


Photo 14 Tissues and hand sanitisers in the elevator
(Lujiazui Financial City)



3.2.2 Stairways

- ❖ The elevator is a high-frequency contact area, tenant companies on lower floors are encouraged to use the stairways to reduce the risk of infection and transmission.
- ❖ Disinfect stairways daily; pay special attention to the handrails, handles and record the log. Increase the frequency during peak hours.
- ❖ If there are queues waiting for the elevators during peak hours, property management shall guide people to the stairs for crowd prevention.

3.3 TOILETS/RESTROOMS

- ❖ Disinfect toilets/restrooms every hour and record the cleaning log. The cleaning staff must wear face masks and gloves while working. After the cleaning and disinfection, dispose used masks and gloves properly.
- ❖ Use of high-pressure water spray should be prohibited when cleaning the toilets to prevent aerosol transmission.
- ❖ Property management should ensure the normal operation of water supply equipment.
- ❖ Place disinfectant hand sanitisers in the toilets/restrooms and refill regularly.
- ❖ If the toilets are equipped with air-conditioning or ventilation systems, clean the filters and vent windows daily, and increase the frequencies of disinfection.
- ❖ Switch off the VAV (Variable Air Volume) systems to prevent transmission and infection.

3.4 DINING AREAS

- ❖ Disinfect the public dining areas such as staff canteens, restaurants, cafes 4 times a day and record the log. Increase the frequency during peak mealtime.
- ❖ Measure the temperature of people entering the public dining areas.
- ❖ Adopt 'Spacing Seating' (one table per person) or rotate mealtimes for crowd prevention.
- ❖ Disinfect public dining areas including tables and chairs after mealtime.
- ❖ Keep the food processing areas clean and dry. Separate raw and cooked food. Disinfect all utensils after use.



Photo 15 'Spacing Seating' for social distancing (Lujiazui Financial City)

3.5 OTHER PUBLIC AREAS

3.5.1 Public spaces

During the outbreak, temporarily shut down all public spaces in the building, such as gyms, libraries, indoor smoking rooms to reduce the risk of infection and transmission caused by congregating.



Photo 16 Temporary shut down (Lujiazui Financial City)

3.5.2 Property management offices

- ❖ Keep the workplace clean with fresh air circulating three times a day, 20-30 minutes each time.
- ❖ Keep 2-metre social distance when meeting clients.
- ❖ All members of the property management team shall wear face masks.
- ❖ Wash hands before and after delivering paper documents.
- ❖ Wipe telephones with 75% alcohol solution twice daily; for frequently used phones, increase disinfection to 4 times daily.

3.5.3 Shuttle Buses

- ❖ Should there be a shuttle bus service provided by the building or tenant companies, disinfect buses at least twice a day; record the disinfection and ventilation log.
- ❖ Face masks are mandatory for all passengers. Service staff should refuse those who do not wear masks entering the bus.
- ❖ Measure the body temperature for all passengers; anyone with a fever, seek immediate medical assistance.

4 WORKPLACE RE-OPEN

4.1 WORKPLACE

Tenant companies in the building shall pay attention to personal protection and prepare protective resources in advance. Ensure employees' health and safety when they return to work:

- ❖ Property management shall make sure fresh air circulation is available and keep the office in comfortable working conditions;
- ❖ For offices with many staff, adjust the seating appropriately and maintain over 2 metres distancing. Employees should wear face masks in the workplace.
- ❖ Reduce and limit the time of face to face meetings. For longer meetings, keep windows or doors open for ventilation. After the meeting, disinfect the venue.
- ❖ Cancel all gatherings and avoid congregating such as training, large-scale meetings and face to face interviews; these can be delivered by video conference and phones.
- ❖ In the public areas of the workplace, provide protective materials such as alcohol disinfectant and tissues.
- ❖ Employees should wash hands frequently, before meals and after using the toilet; both employees and visitors should wear face masks in the workplace.
- ❖ Property management should remind and inform the tenant companies to carry out disinfection and ventilation regularly.
- ❖ Disinfect pantries, dining areas, smoking rooms daily, record the cleaning log. Keep employees from gathering and congregating, rotating where necessary.

4.2 WORK PATTERNS

- ❖ All tenant companies and clients shall cooperate with the property management; they shall have designated staff for emergency contact.
- ❖ In addition to the temperature measurement equipment in the building, each tenant companies shall have sufficient disinfection supplies, such as 75% alcohol, hand washing liquid, hand sanitisers, disinfectants and tissues.
- ❖ Tenant companies are encouraged to adopt work shifts and staff rotations. Those working in finance, IT, sales and customer services are encouraged to adopt flexible working hours, home office, shifts and rotation to avoid congregating.
- ❖ Carpool should be limited to colleagues and acquaintances in the same building.
- ❖ Switch to virtual meeting, e-signature, online approvals, etc. within the company.
- ❖ Encourage tenant companies to go digital and expand their businesses via virtual meeting, social media and online communication with customers.
- ❖ Visitors are not encouraged during the outbreak. If there are unavoidable customer visits, companies should report to the property management in advance. Visitors from high-risk regions shall present a health certificate and declare health conditions, they shall be received at a designated area.
- ❖ Visitors need to inform the property management in advance if they need to park. Disinfect vehicles from high-risk regions thoroughly.
- ❖ If there are suspected and or confirmed cases, tenant companies shall immediately report to the property management and cooperate with the local Centre for Disease Control (CDC). Failure to report may cause the virus to spread, which could lead to criminal charges.
- ❖ Tenant companies shall pay close attention to the physical and mental health of their employees. Tenant companies can establish a coordination and emergency response

mechanism with the surrounding medical service providers. Once the employees are found showing symptoms, they should be immediately sent to the medical centre for examination and treatment.

4.3 DYNAMIC HEALTH MONITORING

4.3.1 Employee health information management system

Some companies may have developed online health declaration systems, using apps, web-links, QR codes and emails. These are efficient and effective ways to collect and track employee health information and status. Should there be any symptoms, take measures immediately to control and contain the situation.

4.3.2 Manage people with symptoms

- ❖ During the screening at the entrance, those with symptoms such as fever (body temperature exceeding 37.3 °C) are not allowed to enter the building. Guide them to the isolation area and provide medical support where necessary.
- ❖ If tenant companies find employees with symptoms such as fever (body temperature exceeding 37.3 °C), send them to the isolation area wearing PPE; Tenant companies shall contact the local CDCs and inform the property management as soon as possible.
- ❖ If employees are feeling unwell, with symptoms of fever, coughs, sore throat, chest tightness, breathing difficulty, weakness, nausea, diarrhoea, conjunctivitis, muscle pain, they shall not come to the office. They shall go to the hospital for examination and notify the company regarding their diagnosis.

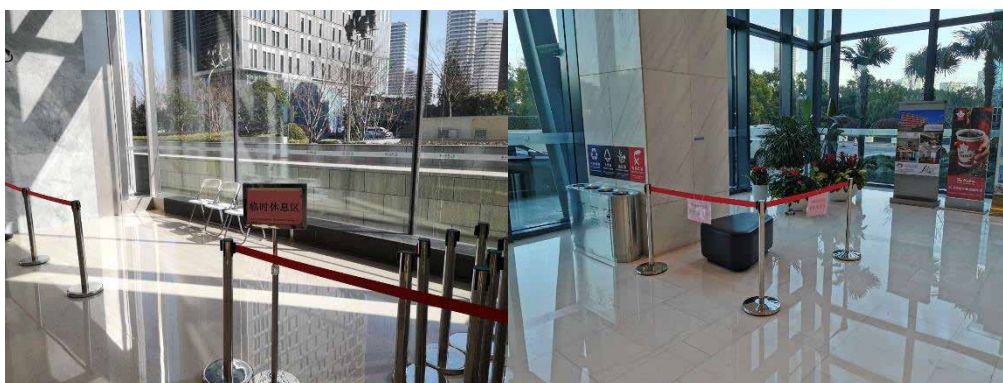


Photo 17 Isolation area (Lujiazui Financial City)

4.3.3 Guidelines on handling confirmed cases

- ❖ Should there be a confirmed case of infection, a complete screening should be carried out for all close contacts and a 14 days home quarantine should be enforced. Anyone showing symptoms during quarantine should seek immediate medical assistance.
- ❖ If the confirmed case is found in time and all close contacts are quarantined, there is no need to close the entire workplace or building, but disinfect all areas exposed to the virus thoroughly.
- ❖ If the confirmed cases lead to an outbreak of multiple transmissions in the workplace and the building, shut down the infected areas temporarily and carry out complete disinfection.
- ❖ Property management and tenant companies shall communicate in a timely and transparent manner to avoid any stress and panics among staff and employees.

5 FACILITIES AND EQUIPMENT MANAGEMENT

5.1 HVAC SYSTEMS

- ❖ Set maintenance schedules for the air-conditioning systems.
- ❖ Maintain a safe and healthy indoor environment by having specific instructions and markings for the ventilation systems, ventilation pipes, air filtration systems, disinfection devices, safety and monitoring devices.
- ❖ Improve air circulation (flushing) and indoor/outdoor air exchange and maximize outdoor fresh air inflow.
- ❖ Clean and disinfect key areas and equipment: disinfect or replace the air conditioning and ventilation systems, air filters, surface air coolers, heaters, humidifiers, condensation trays and other components that are prone to dust and bacterial gathering. Disinfect key areas such as kitchens, toilets, air-condition control rooms regularly.
- ❖ Increase the cleaning and disinfection frequency of cooling towers and cooling systems; improve the quality of cooling water.
- ❖ Install air disinfection and anti-bacteria devices attached to the air-conditioning and ventilation systems or in the room.
- ❖ During the outbreak, switch off air conditioning systems.

5.2 WATER SUPPLY AND DRAINAGE SYSTEMS

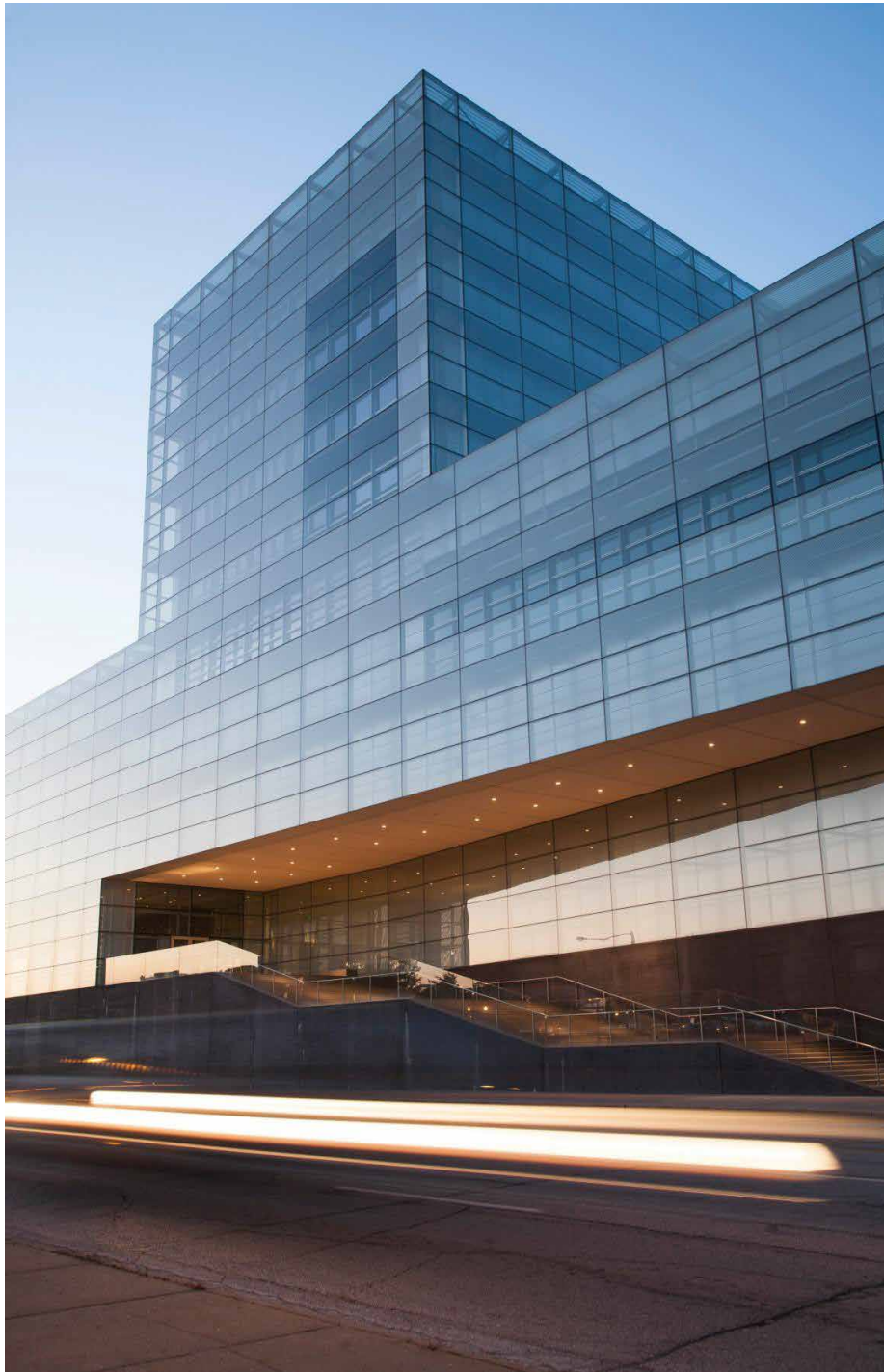
- ❖ Inspect all drainage and pipe systems biweekly.
- ❖ Flush water tanks.
- ❖ Fill floor drains with diluted bleach (1:49) to prevent transmission through the drainage systems.
- ❖ During the outbreak, empty, disinfect and suspend all water features and pools.
- ❖ Keep the equipment rooms clean, clutter-free and disinfected; pay special attention to garbage, sewage collection and reclaimed water control rooms.
- ❖ Check and disinfect the sewage seals 4-6 times a day.
- ❖ Switch off the reclaimed water system.
- ❖ Disinfect water tanks and control rooms daily.
- ❖ Disinfect indoor wastewater by adding liquid disinfectant.
- ❖ Keep ventilating tunnel of the sewage systems free from any obstacles in order to have direct fresh air exchange with the outdoors.
- ❖ For unsealed sewage pump wells, disinfect the surrounding areas daily by spraying peracetic acid or hydrogen peroxide; if conditions allow, use ultraviolet light for extra disinfection.

5.3 ELEVATORS

- ❖ Once a case is confirmed, park the elevators (including passengers and staff in the elevators) on the affected floors or spaces.
- ❖ Clean or replace the ventilation filters of the elevator immediately.
- ❖ Clean and disinfect all buttons, handrails, door handles; increase cleaning frequency during peak hours.

5.4 PARKING AREAS

- ❖ Disinfect frequently touched objects and surfaces such as door handles with 400-500mg/L chlorine-based solution at least three times daily.
- ❖ Disinfect the ground with chlorine-based solution.
- ❖ Disinfect the drainage tunnels in the parking lot with chlorine-based solution twice daily.



6 WASTE MANAGEMENT

6.1 WASTE SORTING

Sort and manage waste, collect and clear waste twice a day.

6.2 WASTE AREAS

Disinfect household waste bins and surrounding areas within 2 metres twice daily.

6.3 DISPOSAL OF USED FACE MASKS

During the outbreak, place waste bins at designated areas for disposal of used masks.



Photo 18 waste bins for used face masks (Vanke Services | Cushman & Wakefield)

6.4 WASTE STORAGE

Disinfect wastes that cannot be timely cleared and transported due to holiday or lockdown 3 times a day. Clear it as soon as possible.

7 DATA PROTECTION AND EMPLOYEE CARE

7.1 DATA PROTECTION

- ❖ Property Management shall strictly protect customer and tenant employees' personal data and privacy. Under no circumstances should the data and information be disclosed or used for other purposes. Property management and tenants shall work together to fight the virus. Do not target or discriminate any individuals and specific groups.
- ❖ Proactively engage and cooperate with government offices and public health authorities.
- ❖ The pandemic requires national level coordination. Work with neighbourhoods, communities, CDCs to control and contain the virus and handle emergencies.

7.2 EMPLOYEE CARE

- ❖ Property management shall carry out inspection and site visits, solve any issues at the frontline.
- ❖ Property management shall stockpile, coordinate and distribute PPEs and relevant materials in an efficient and timely manner.
- ❖ Property management shall be on duty and take shifts to inspect staff dormitories, canteens and employee protections.
- ❖ Property management shall keep all staff informed and engaged in real-time using video conference, phones, apps and social media. Communicate factual information from trusted sources in an open and transparent way; boost the confidence of frontline employees.
- ❖ Property management shall give full support and care to frontline staff, assist with their needs and offer support to their physical and mental health.



Photo 19 Support and care to frontline staff (Vanke Services | Cushman & Wakefield)

APPENDIX 1 RECOVERY MEASURES - LUJIAZUI PRACTICE

1. Guidelines on resuming operation

Lujiazui Financial City has issued specific and practical guidelines on safety measures for office buildings recovering from pandemic shutdown, and personal protection measures for people working in office buildings.

2. Support for expatriates

To help expatriates living in the city with medical treatment needs, Lujiazui Financial City has prepared the ‘Lujiazui Financial City Expatriate Medical Treatment Guide’ for foreign companies and expatriates, and arranged volunteer translators (6 languages) at designated hospitals in the city area to provide 24-hour online service.



Photo 20 'Lujiazui Financial City Expatriate Medical Treatment Guide' (Lujiazui Financial City)

3. Coordination of financial supports

To help enterprises suffering from the pandemic (such as catering service) overcome challenging time, Lujiazui Financial City has taken the initiative to contact and connect them with relevant financial institutions to get diversified financing solutions such as financial aid, low-interest loans, and online funding.

4. Joint-industry actions

Lujiazui Financial City and industries jointly issued the 'Lujiazui Initiative' which called for building owners to reduce or waive rental and property management fees to lessen the financial burden of tenants, and to help enterprises sustain normal operation. Owners of office buildings in the city received the Initiative with positive responses.

APPENDIX 2 ADVICE FROM WHO

1. BE PREPARED FOR COVID-19

Be READY for #coronavirus

WHO is giving advice on how to protect ourselves & others:

Be SAFE from coronavirus infection

Be SMART & inform yourself about it

Be KIND & support one another

Learn more about #COVID19 & share with your loved ones: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be SMART if you develop shortness of breath:

 **Call your doctor**

 **Seek care immediately!**

Learn more to Be READY for #COVID19: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be KIND to support loved ones during #coronavirus

-  Check in regularly especially with those affected
-  Encourage them to keep doing what they enjoy
-  Share WHO information to manage anxieties
-  Provide calm and correct advice for your children

Learn more to Be READY for #COVID19: www.who.int/COVID-19

UNITED NATIONS World Health Organization


Be SUPPORTIVE
Be CAREFUL
Be ALERT
Be KIND

Be READY to fight #COVID19

For the latest health advice, go to: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be SMART & inform yourself about #coronavirus

-  Follow accurate public health advice from WHO & your local health authority
-  Follow the news on latest coronavirus updates
-  To avoid spreading rumors, always check the source you are getting information from
-  Don't spread rumors

Learn more to Be READY for #COVID19: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be KIND to address stigma during #coronavirus

-  Share the latest facts & avoid hyperbole
-  Show solidarity with affected people
-  Tell the stories of people who have experienced the virus

Learn more to Be READY for #COVID19: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be INFORMED
Be PREPARED
Be SMART
Be SAFE

Be READY to fight #COVID19

For the latest health advice, go to: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be SAFE from #coronavirus

if you are 60+ or if you have an underlying condition like:

-  **Cardiovascular disease**
-  **Respiratory condition**
-  **Diabetes**

by avoiding crowded areas or places where you might interact with people who are sick.

Learn more to Be READY for #COVID19: www.who.int/COVID-19

UNITED NATIONS World Health Organization

Be KIND to address fear during #coronavirus

-  Show empathy with those affected
-  Learn about the disease to assess the risks
-  Adopt practical measures to stay safe

Learn more to Be READY for #COVID19: www.who.int/COVID-19

UNITED NATIONS World Health Organization

2. PROTECT YOURSELF AND OTHERS FROM GETTING SICK

Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water



 World Health Organization

Protect others from getting sick

When coughing and sneezing **cover mouth and nose** with flexed elbow or tissue



 **Throw tissue into closed bin** immediately after use

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick



 World Health Organization

Protect yourself and others from getting sick

Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



 World Health Organization

Protect others from getting sick

 **Avoid close contact** when you are experiencing cough and fever

Avoid spitting in public



 If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider

 World Health Organization

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COVID-19 recovery guidelines for buildings - China practice

rics.org/cnc19guidebook

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