

*Since the outbreak of COVID-19, Moore&Associates, Inc. has been working tirelessly, both internally and externally, with vendor partners and industry experts to ensure you have peace of mind as you return to your offices. The health, safety, and wellness of all our buildings' occupants are top priority to us. We are here to help you return to your workplace in a manner that prioritizes the health and safety of your employees.*

## Frequently Asked Questions

### **Will you require masks in common areas of the building?**

In keeping with CDC recommendations, masks are required in all common areas of the building, including the building lobby, corridors, restrooms, and stairwells.

### **Will you have temperature scans or check temperatures of tenants, visitors or staff?**

No temperature scans or checks are taken by building management at this time. We encourage tenants to take temperatures of employees and visitors in their individual suites.

### **What procedures are used by the janitorial contractor?**

The janitorial crew has a nightly check-in screening process of all their crew members including taking temperatures and screening questions. Additionally, they are required to wear masks and gloves on all shifts. The janitorial contractor uses a multi-surface disinfectant cleaner approved by the CDC and the EPA for use against COVID-19.

### **What additional cleaning is being performed, and how long will it continue?**

The Janitorial staff has adjusted their scope of work to include high-touch point cleaning. It is currently performed with more frequency by our day porter staff during normal business hours, and is emphasized as part of the building's nightly cleaning. High-touch points include elevator buttons, door handles, restroom doors, and such. This will continue indefinitely, until it is determined it is no longer needed.

### **What other cleaning is offered, and what is the cost?**

Our janitorial service provider can offer additional cleaning, electrostatic disinfectant cleaning after hours, and horizontal surface cleaning of all surface areas. Moore&Associates also has relationships with additional vendors who offer these services. Please contact the management office for pricing and contact information.

### **What are the procedures for visitors to the building and individual tenant spaces?**

Visitors are allowed in the building but will be required to wear masks upon entering and moving through the common areas. We encourage tenants to take temperatures of visitors in their individual suites, but their temperatures will not be taken on entry to the building.

### **What are the steps taken if a tenant's employee has been diagnosed with COVID-19?**

The Moore&Associates management office should be notified immediately by email or at 512/476-0919 if an employee has been diagnosed with COVID-19. Thereafter, tenant should follow their internal pandemic response plan procedures. The employee should self-quarantine for at least 2 weeks as recommended by the CDC. The tenant may choose to electrostatically disinfect the affected suite and should contact Moore&Associates for pricing.

### **Will the building be notified if an employee or visitor to the building is diagnosed with COVID-19?**

Moore&Associates will notify all tenants in the event we receive notice of a positive test of an employee or visitor.

### **What steps are taken after the notification of a positive COVID-19 test result?**

Moore&Associates will have the main lobby common areas disinfected, as well as the path of travel that the individual may have taken. Each tenant should follow their company protocol for cleaning, disinfecting their space, and quarantining exposed individuals.

### **Was the domestic water system shut down during the stay-at-home period?**

The building did not shut down the water system at any time since there were still individuals in the building.

### **Has water treatment continued during the time of low occupancy?**

Although the occupancy of the building was low, the building remained open to essential personnel, and the scheduled water treatment continued.

### **How have the restrooms and drains been maintained during the periods of low occupancy in the building?**

The cleaning crew continued their nightly cleaning throughout any stay-at-home orders. They were and continue to be responsible for running and flushing restroom fixtures, including sinks, toilets, and urinals. When they enter tenant suites to clean, they run water in the sink drains to ensure stagnation does not occur. However, we do not address individual ice makers, dishwashers, or coffee makers. The CDC has published guidelines regarding refrigerators, freezers, and ice makers as well as other small appliances. Please refer to them for your own procedures.

### **How are you keeping people socially distanced in elevators and common areas of the building?**

Signage and markers have been placed in the building lobby reminding people to keep appropriate distances throughout the building. Elevator capacity is limited to two occupants per elevator.

### **Is hand sanitizer provided?**

Hand sanitizing stations have been placed in high-traffic common areas as well as disinfecting wipes in the main elevator lobby for convenience.

## Regarding HVAC, what modifications have been made?

Our HVAC system uses a dedicated air handling unit for each floor, so no air flow is shared between floors. Outside air has been increased to the maximum amount allowed by the building's system. The building also uses MERV 13 filters as recommended by the CDC. We recently installed bipolar ionization units in each elevator to sanitize the air, and have installed similar units on the air handling units on the first and second floors that serve the common areas and amenity center.

## Is the building fitness center open?

The fitness is now open with enhanced cleaning protocols. A new liability waiver will be required that specifically acknowledges the COVID risk.

## Is the building conference room open?

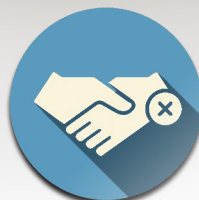
Yes, the conference room is open and available by reservation through the management office. We have removed every other chair and recommend no more than 10-12 people at a time to enable safe distancing.

## Do you anticipate any additional precautions or changes to be implemented at the building in response to COVID-19?

Moore&Associates is always researching new strategies and technologies that will assist with keeping our buildings safe and healthy so our tenants will feel comfortable coming back to the office. We will continue to update our tenants with operational updates and new practices and protocols as they are implemented.

## Additional questions?

Please contact the Moore&Associates management office if you have any additional questions.



# Capitol Center Building FAQs



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