

# Welcome Back

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*Rockefeller Group  
Business Centers™*

On behalf of RGBC I would like to thank you for your continued commitment and patience as we weather the pandemic together.

For the last few weeks we have been working on the necessary procedural and physical changes that must be implemented in order to return to our offices and function safely. The accompanying package outlines these changes. We ask that you adhere to them knowing they have been designed to maximize the safety of all.

It may be that additional modifications are required after we have begun these safe practices, but at this initial stage of returning to the office it is hard to assess refinements and changes. Those will be promptly addressed as we all begin to return to this new normal.

In the meantime, when moving around the floor in any area other than your personal office, please wear a mask. The RGBC team will always be seen in masks to take every measure possible to maintain a safe workplace for all.

Thank you in advance for your cooperation and understanding,

Sincerely,

David E. Jakubowski  
Director

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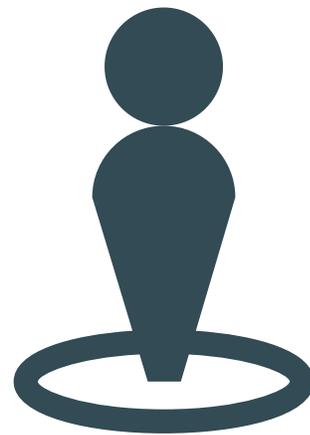
# Creating A Healthy Workspace

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*Safely Navigating COVID-19*

*Personal responsibility and cooperation of the community is the best defense to keeping our workspace safe.*

*Thank you for your cooperation.*



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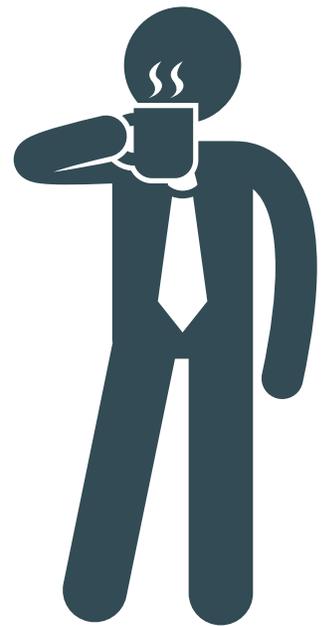
# Our New Work Environment

## *Kitchens, Lounges and The Copy Centers*

Social distancing is no longer a new term. It is not always easy to practice, especially in New York City where space is often designed to accommodate density. We recognize that most of the shared areas need modifications to adhere to the recommended 6' distance between people.



Signs will be posted where we will be asking you for your cooperation. The biggest changes you will be met with is how we are managing the kitchen, lounge, and copy areas. The lounge will be re-purposed to provide coffee and tea. The tables will be removed to allow for safe distancing and passage. The kitchen will be limited to two occupants at a time.



The copy center on the west side of the 20th floor will provide enhanced services; coffee and tea, a microwave and refrigerator. The copier itself will be relocated nearby.

# Our Staff

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## *What You Can Expect From Us*

Just as important as your safety, we value our staff and their well-being. As we learn more about how to protect ourselves, we will be changing our guidelines, but for now, we must ask that you respect our initiatives to keep everyone safe.

We are going to be staggering the hours that we work. These hours will fluctuate from time to time, as we know we must maintain an effective balance. Such changes may include before or after-hours delivery of mail to your office. Some of us will work late, while others work early.

If you need to meet with a member of our team, we ask that you call ahead. We understand that certain circumstances call for immediate attention, but we would appreciate any opportunity to meet in a setting that is larger than our offices.

To protect Kimberly and Alex, and their work environments we will be installing Plexiglass dividers on the reception desk and at the mailroom door. Please respect their space by keeping a safe distance. If you can call or email them instead of having a face-to-face conversation, that is best for all. If you need to retrieve a package or get office supplies, call us; we will bring the items to you.

If you need assistance with something that requires close space, please contact David, [david@rgbc.com](mailto:david@rgbc.com) or 212.918.4832. If you need something fixed in your office or work done on your computer or phone, it is best to reach out to him.

# Our Staff

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## Contact Information



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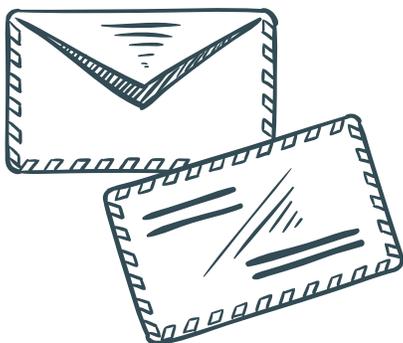
# Our New Work Environment

## *Mail Handling*

Alex Garcia will continue with mail delivery to your office. To help minimize contact, we are working on a schedule that will allow him to gain entry to your office before or after hours when you are least likely there.

We have ordered plastic bins to act as mailboxes for each office. They will be labelled with your office number and discreet initials to identify the bin should it get moved. We ask that you leave your bin as close to the front door as possible. When Alex does his delivery, he will place your mail in the bin. If you would prefer that he not enter your office simply place your bin outside your office first thing in the morning.

When you receive a package, you will be notified in the usual manner. If you request delivery, you are welcome to arrange a time for Alex to leave the package outside your office. Otherwise, after you sign for your delivery, we will ask that you come around to the back door of the mailroom to retrieve it.



# Sharing Our Workspace

## *New Community Measures*

While working in a shared community environment, each and every one of us has a responsibility to take whatever measures possible to protect the health and safety of our community. Regardless of your own personal belief, please be respectful of others by adhering to these standard guidelines.

Please keep **6 feet away** from others.

Try to **avoid having visitors** in the space. We understand the importance of face-to-face meetings, but if you can substitute a Zoom call, please do. Arranging for a conference room can be done through the reception staff.

When you are in the common areas, you will be required to **wear a mask**

**Gloves are recommended**, especially when touching the copier, coffee and refrigerator. If there are two people in the kitchen, please wait for one person to leave. If you are in the space, we ask that you please move as efficiently as possible so that the next person can enter.

Please do not leave anything in the sink. You can put your items directly into the dishwasher; we will run it at least once a day.

The refrigerator will be cleaned out and emptied daily.

If there are two people in the rest room, please wait for someone to leave.

*\*We have collected a supply of masks and gloves. If you find yourself in need, please reach out to us.  
We are selling these items at cost.*

# No Time To Rest

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## *Telephone and Internet Upgrades*

As we have made everyone aware, we are in the process of upgrading our phone, WiFi and Internet platforms. Upgrading the Wi-Fi may require entry into your office on rare occasions. For the most part, this upgrade will be in our common areas. This is targeted to occur late summer or fall. As soon as our vendor can get us a solid time, we will let you know.

As for the phone upgrade, we anticipate this to be in June, perhaps July. This will require us to go into every office that has a phone. You will be getting a brand-new phone that is meant to work efficiently with the new voice platform. Once we get a firm date for implementation, you will be notified.



# Enhanced Cleaning

## *Commitments From The Building*

In a recent communication from the building's management, they outlined a list of enhanced cleaning procedures that have implemented. Here is an excerpt from their presentation:

### **ENHANCED CLEANING PROCEDURES**

We have partnered with our janitorial service providers to implement new procedures and products to prevent the spread of COVID-19. These include:

- EPA-approved and CDC-recommended disinfectants for use against SARS-CoV-2 will be used on high-touch surfaces.
- Electrostatic automatic/manual sprayers will be used for consistent sanitation coverage.
- Staff will wear face coverings and gloves wherever possible.
- Additional training for staff among our community on cleaning best practices will be provided.

### **INCREASED CLEANING AND DISINFECTION**

- We are increasing the frequency of disinfection at building entrances, lobbies, common areas, conference centers, restrooms, elevators and other high-traffic areas.
- High-touch surfaces, such as door handles, railings, countertops and switches, will receive frequent cleaning.

# Enhanced Cleaning

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## *Commitments From RGBC*

### **OUR RESPONSIBILITY TO YOU**

If and when we are notified by our customers or service providers of a confirmed COVID-19 case with recent access to the building, we will notify all customers and on-site service providers. This notification will detail the last known date the individual was on-site. Following a reported case, we will undertake deep-cleaning measures across impacted common areas to ensure a safe working environment.

### **RGBC**

We have been providing additional cleaning services during the day. In addition to the building's cleaning services, we will be constantly monitoring the common areas and frequently wiping down surfaces and calling back the building's cleaners if necessary. If you require additional cleaning in your office, we will make this arrangement for you, however, the cost will be transferred to your account.