



## SOUTHFIELD TOWN CENTER

*A City Within a City*

# NAVIGATING

the new

“There is nothing like returning to a place that remains unchanged to find the ways in which you yourself have altered.”

-Nelson Mandela



**TRANSWESTERN**

REAL ESTATE  
SERVICES



The world has changed us all these past months, forcing all to rethink how we live and adjust, and as a result, so have operations at Southfield Town Center, but the team at Southfield Town Center remains the **same!**

The Transwestern management team will continue to provide the same exceptional level of customer service while doing our best to keep you and your teams safe and healthy. Transwestern has worked tirelessly over the past weeks to prepare for the expiration of the Michigan stay at home order and create an environment which will allow your company's employees, guests and clients to arrive at the building knowing that their well being and health are the highest priority.

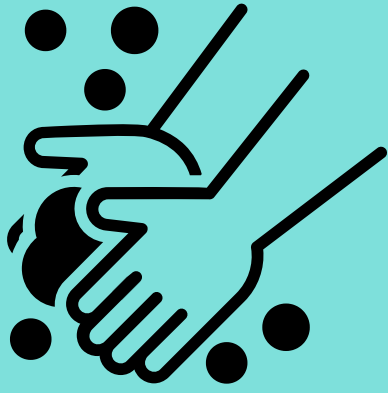
The following pages will cue the conversations that we would like to have with your company. We'll talk about what we've learned from the CDC, the WHO, the State of Michigan and City of Southfield. We'll walk you through what to expect when you walk through the doors for the first time since March 24, 2020, how the building teams will be outfitted with PPE for their and your safety and how to navigate through the building and complex, its amenities and getting to your space. Let's discuss your expectations for cleaning in the building common areas and within your space, and how your visitors, vendors and deliveries will be coordinated for the foreseeable future.

Our Southfield Town Center team is excited to see the buildings come alive again and welcome you all back!



**YOU WILL SEE OUR TEAMS WEARING MASKS AND EXERCISING SOCIAL DISTANCING TO THE BEST OF OUR ABILITIES. WE WILL BE PROVIDING PHYSICAL GUIDANCE THROUGHOUT THE PROPERTY BUT DO ASK THAT OUR TENANTS EXERCISE COURTESY AND BEST JUDGMENT WHEN TRAVELING THROUGHOUT THE SOUTHFIELD TOWN CENTER.**

**THE CDC, WORLD HEALTH ORGANIZATION AND STATE HAVE ISSUED THE FOLLOWING RECOMMENDATIONS - PLEASE NOTE THAT THESE ARE RECOMMENDATIONS, NOT MANDATES, THEREFORE COMPLIANCE RELIES ON THE INDIVIDUAL:**



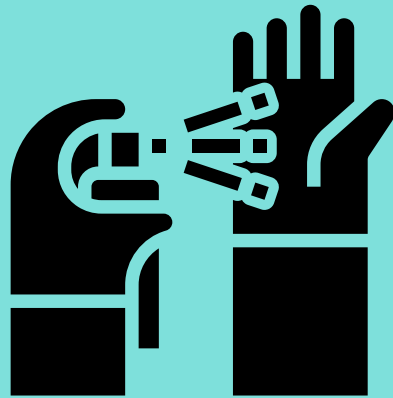
**SING HAPPY  
BIRTHDAY**  
WHILE WASHING  
HANDS



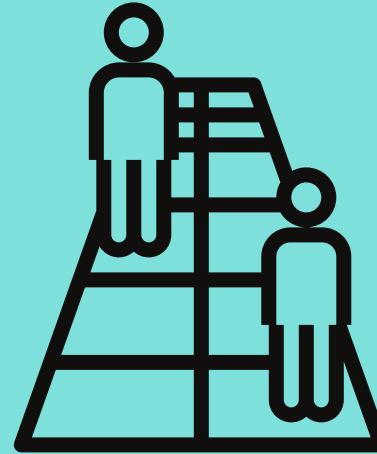
**AVOID  
GROUP  
GATHERINGS**



**FACIAL  
COVERINGS**



**CLEAN &  
DISINFECT**



**MAINTAIN SOCIAL  
DISTANCING**



# WE'VE BEEN EXPECTING YOU

## WHAT WE'VE DONE TO PREP FOR YOUR RETURN

Disinfection of all common areas, restrooms and tenant spaces

HVAC systems have been operating with extra outside air in the system

All plumbing systems have been flushed

CDC Guidance signage posted in lobby

Testing of all emergency systems and technical systems

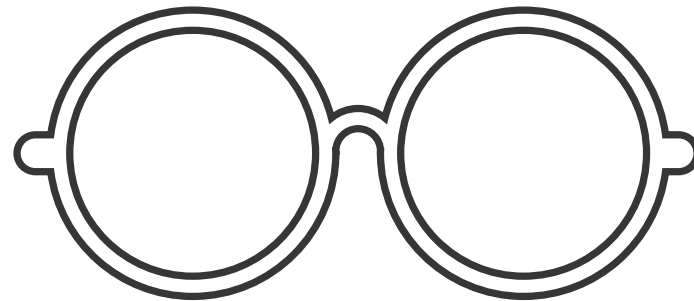
Periodic special cleaning services have been performed in common areas and restrooms

Continued staff training

Path of travel, elevators and restroom mirror clings have been installed

WHAT YOU

are going to see





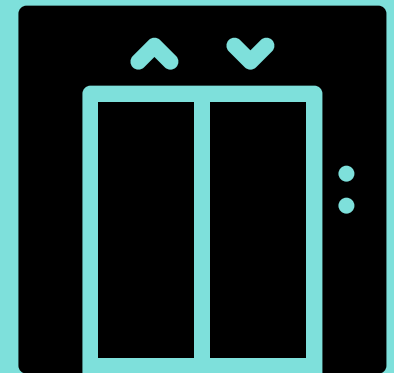
Sanitization stations in common areas and throughout critical paths of travel



Building team members and vendors wearing facial coverings



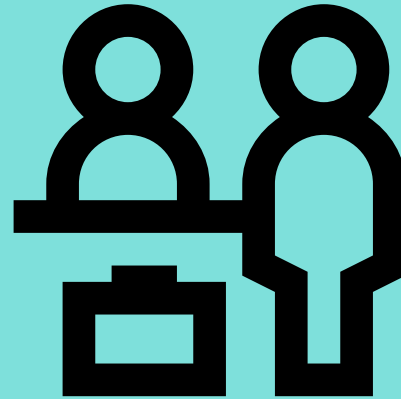
Queuing markings for social distancing in elevator lobbies and common areas



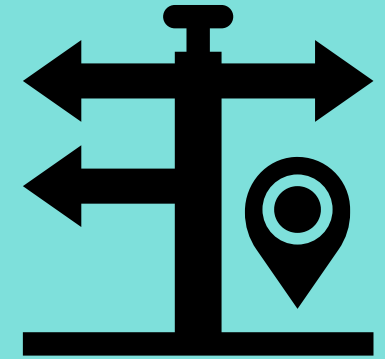
Four (4) people in an elevator cab at one time



Extra disinfection of all high-touch points in the lobby, elevators and other common areas



Plexiglass partitions between lobby reception and general public



New signage indicating paths of travel, CDC guidance and updated building policies

- Enhanced frequency of cleaning standards will conform to CDC guidelines using two different EPA approved chemicals. Concentration on high-touch cleaning of entrance doors, handrails, elevator call buttons, directory kiosks, lobby furniture, restroom fixtures, restroom partitions & doors, restroom counters, etc. Sanitizer stations located on the 1st and 2nd floor concourses
- Plexiglass shields are in place at lobby security desks for the safety of guests and staff.
- Please adhere to the following new building policies...
  - Face coverings should be worn by all people entering the buildings and throughout all common areas
  - Social distancing should be practiced in all areas of the building
  - Follow all signs, floor & wall markings with social distance queuing and one-way traffic flow
- Requesting a maximum 4 people per elevator car, tenants **MUST** use their best judgment when traveling in elevators. They alone must determine if they feel comfortable traveling with the number of occupants in the cab
- Stairwells A and B limited to Up Only/Down Only traffic; signage in place



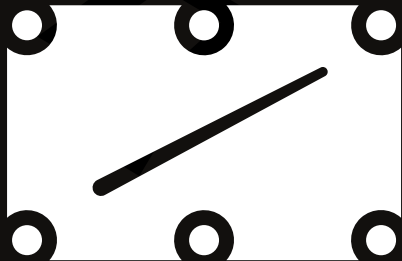
# THE NEW DAY TODAY

for now...





Parking operations  
will not be interrupted



Tenant Lounge will  
remain closed until  
further notice



Fitness Center will  
reopen upon State  
mandates at operator's  
discretion



Mail room will be open  
with social distancing  
recommended



Conference Center will  
reopen with signs and  
new furniture placement  
to conform for  
social distance guidelines



Retail and restaurants will  
reopen upon State  
mandates at operators'  
discretion



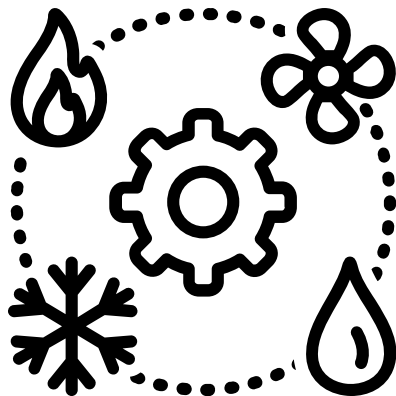
## JANITORIAL

- Lease driven janitorial standards remain unchanged
- Enhanced disinfection of high-touch points in tenant spaces and throughout the common areas
- Additional enhanced disinfection and other services available, upon request



## MANAGEMENT SERVICES

- Requested maintenance and non-emergency repairs within tenant spaces may need to be scheduled for non-occupied hours
- **Once State Executive Stay Home Stay Safe order has been lifted, access cards will not be needed during normal business hours 7:00 am to 6:00 pm.**



## HVAC/Building Systems

- Air handlers have been cleaned
- Fan filters have been replaced
- Building water systems have been flushed. (Tenant sinks have also been flushed and ice bins have been emptied in tenant refrigerators equipped with automatic ice makers). Drinking fountains have been isolated due to state executive orders.
- Cooling towers have been cleaned
- Building fans have not been shut down and are scheduled to start early
- Outside air has been increased. As long as outside conditions permit, outside air dampers will operate at full open capacity

# WITHIN YOUR SPACE

things to consider

- Handsfree suite entry doors
- Dedicated entrance and exit
- Waiting area for guests
- Reception desk and waiting room modifications
- Office configuration to allow for social distancing (decompressed density)
- Reduce or remove unnecessary furniture throughout
- Limit the number of attendees for on-site meetings to maintain social distancing. Also, consider using video conferencing or other virtual meeting technology
- Create path of travel within suite
- Remove shared equipment (kitchen and/or office) and tools when possible
- Install sanitization stations within your suite
- Add waste receptacles for PPE disposal
- Consider touchless technology within your suite



# WITHIN YOUR SPACE

## other considerations

- Share the building's plan with your team
- Share the building's vendor requirements with your vendors
- Stagger return to office
- Stagger work hours and break times
- Limit on-site meetings and visitors
- Manage use of shared areas, such as kitchens
- Stock your workspace with cleaning products to allow the team to disinfect their work areas and shared equipment



# WITHIN YOUR SPACE

what's your plan

- Who are your key contacts regarding return-to-work plans and ongoing communications virus-related?
- How many employees will be on-site each day?
- What are your hours of operation?
- Are you screening or performing temperature/biometric screenings of your employees?
- How can we help you with interior suite modifications?
- What is your policy on masks, gloves and PPE within your suite? Have you purchased PPE for your employees?
- What is your plan with visitors and on-site meetings?
- How are you using your space differently? Are you mothballing any areas of your suite?
- Have you ordered any signage needed within your suite?
- Have you scheduled your kitchen vendors to replace or flush out kitchen equipment, such as coffee makers, water coolers and ice machines?
- Do you need enhanced cleaning within your suite?
  - High-touch points
  - Desk top disinfection
  - Full-suite disinfection service on a periodic basis



Transwestern

BUILDING MANAGEMENT  
(248) 350-2222



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The Southfield Town Center team highly value the health and safety of our tenants, your clients, vendor partners and our building teams, and are committed to providing a clean and safe environment.

“Obstacles don’t have to stop you. If you run into a wall, don’t turn around and give up. Figure out how to climb it, go through it, or work around it.”

– Michael Jordan



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