



Phased Approach for Returning to GNO, Inc. Office Suite

Short Term Plan for Returning to the Office

Beginning May 18, 2020

Working in the office is optional through the month of May. Employees may work onsite if work projects necessitate, and in accordance with their individual comfort and safety levels. All are expected to remain in constant contact with supervisors to manage productivity, and attend all-staff virtual meetings.

Beginning June 1, 2020

All staff members will return to the office. If you have questions or concerns regarding the transition to working back in the office, please reach out to your supervisor.

The above plans may change as business needs dictate.

Office Health & Safety Protocols

Distancing

- All should remain at least six feet apart while in office or business settings
 - Desks should be physically spaced six feet apart
 - Floor decals will be used in the reception area alerting visitors of proper physical distance
 - Meeting room chairs should be spaced six feet apart
 - Leftover chairs should be removed and stored
 - Do not gather in common areas such as the breakroom/kitchen, copy room, front desk area, etc.
- Unless necessary, reduce in-person meetings/visits
 - Virtual meetings and conference calls are alternatives
 - Accept necessary in-person visits by appointment only
- All external bookings in the GNO, Inc. meeting rooms will be canceled through June 30th

Hygiene

- Facial coverings should be worn when interacting with, or in the presence of others
- Frequent hand washing with warm water and soap (or an alcohol-based hand sanitizer) is required, particularly after coming into contact with any surfaces, packages, etc.
- Avoid touching your face
- Avoid direct skin contact with commonly touched areas
 - All office suite lights are to remain on; if light switches must be touched use a tissue
 - All office suite doors are to be propped open [they may be closed only when necessary for the confidentiality of meetings/discussions, etc.]
 - Use a tissue to grab door handles
- Regularly use sanitizer wipes to clean your personal work spaces

Accountability

- Read often and stay familiar with the guidelines and protocols found on these sites:
 - [CDC Main Coronavirus Page](#)
 - [CDC guidelines on what to do if you are sick](#)



- [NOLA Ready](#)
- [Louisiana Department of Health](#)
- All are asked to perform temperature checks at home prior to any office visit. If you do not feel well or develop a fever, do not visit the office.

Energy Centre Common Spaces

- Facial coverings should be worn when approaching, entering, and traveling through the building
- Ensure proper six foot spacing, to the best of your ability, in the Energy Centre's common areas including the parking garages, lobbies, elevators, etc.
- Avoid direct skin contact with commonly touched areas such as elevator buttons, mail center door-handles, building door handles, etc.

GNO, Inc. Will Provide to Employees

- An initial deep cleaning of the office suite
- Daily office suite cleaning, per Energy Centre terms
- Additional bi-weekly surface cleanings
- PPE supplies for office use [for staff and visitors]
- Hygiene supplies for office use [soap, hand sanitizer, sanitizer wipes, etc.]
- Healthcare education related to coronavirus

Employee: If you do not feel well or experience any symptoms of COVID-19 [or if you are caring for a sick family member at home]

DO NOT COME INTO THE OFFICE, OR LEAVE OFFICE IMMEDIATELY.

Take other precautions

- Contact your healthcare provider
- Alert your supervisor of recent contacts
- Contact your supervisor to manage work flow, and to determine/coordinate your work from home status or time off
- Develop a return to office/work plan in collaboration with your supervisor, HR, and your healthcare provider
- Complete the necessary HR paperwork if warranted [sick time, etc.]

Supervisor: If a member of your team does not feel well or exhibits symptoms of COVID-19

- Ask team member to leave the office immediately and contact his/her healthcare provider
- Discuss and note recent contacts
- Request thorough cleaning service for team member's work area
- Follow up with team member to learn the outcome of his/her conversation with healthcare provider and determine/coordinate work from home status or time off
- Develop a return to office/work plan in collaboration with him/her, HR, and his/her healthcare provider

**GNO, Inc. is registered with the [State of Louisiana OpenSafely](#) program.*



Governor
John Bel Edwards

Office of the Governor

Open Safely

Acknowledgement of Registration



Fire Marshal
H. "Butch" Browning

The below named business is hereby registered with the Office of State Fire Marshal for phased opening:

Registration Number: LA0001460
Business Name: GREATER NEW ORLEANS, INC.
Service Type: Business or Organization
Building Use: Professional service (architect, attorney, dentist, physician, engineer, etc.)
Business Address: 1100 POYDRAS STREET, NEW ORLEANS, LA 70163
Parish: LA



GOVERNOR

STATE FIRE MARSHAL

This registration is not transferable and may be revoked or suspended with cause.
It should be displayed at this business location at all times and should be clearly visible.

Registered on 5/4/2020



LOUISIANA DEPARTMENT OF PUBLIC SAFETY & CORRECTIONS
PUBLIC SAFETY SERVICES



H. "BUTCH" BROWNING, JR.
STATE FIRE MARSHAL

OFFICE OF STATE FIRE MARSHAL



Phase 1 – Business or Organization

TENTATIVE START DATE: May 15, 2020 (Subject to change)

Businesses and Organizations must adhere to strict mitigation standards to prevent the spread of COVID-19. The general operating matrix will require spacing of individuals and small groups, limiting concentration of people, strict use of PPE, and frequent sanitizing. Higher risk individuals (as determined by CDC) should remain vigilant and should continue to shelter at home. The specific requirements and guidelines for this service industry during this Phase are listed below. These requirements and guidelines supplement and do not replace any directives or guidance provided by other state agencies, boards and commissions, or other authorities having jurisdiction. Where conflicts occur, the stricter of the requirements will apply.

Limitations:

Only businesses and organizations with exterior (open-air) public entrances may open under the conditions described below. Mall spaces and other similar enclosed common area entrances are to remain closed. Delivery entrances or "exit only" doors shall not be used for public access. Businesses or organizations requiring assemblies of more than 10 persons in the same space are not included in this phase.

Occupant Capacity and Building Safety:

Existing buildings must maintain the life safety, egress, and fire protection features as required for the current approved occupancy classification (NFPA 101 Life Safety Code). The maximum capacity during the **Phase 1** period is limited to 25% of the normal code established capacity and is subject to the social distancing requirements of 6 feet as outlined below. The stricter of these two factors will apply. Specifically:

- Maximum capacity to achieve 25% will be based upon 1 person per 400 square feet of gross area of the business or organization, or 25% of the posted capacity by order of State Fire Marshal;
- One occupant per private individual office is allowed;
- Open office areas shall be arranged such that a minimum of 6 feet distance between other persons is maintained;
- Human contact as part of the service provided shall be eliminated;

8181 Independence Blvd. ♦ Baton Rouge, LA 70806 ♦ 1.800.256.5452 ♦ 225.925.4911 ♦ www.lasfm.org

- Interior waiting spaces shall be limited to one person, or to one small related group. Appointments are recommended;
- Conference rooms shall be limited to a maximum of 10 persons. Six-foot distance shall be maintained within the conference room between unrelated small groups;
- Break rooms shall be limited to temporary access by one employee at a time;
- Eliminate gatherings in the building while entering, exiting, or moving about;
- Telecommuting of employees shall continue wherever and whenever possible.

Management:

- Management and employees shall enforce the maximum capacity and social distancing requirements and manage the movement of people at all times that the building is occupied;
- Exterior waiting areas, if provided, shall be arranged to not block exits and to maintain social distancing requirements.

Louisiana Department of Health Guidance:

Business and Organization employees shall:

- Be screened daily for fever or respiratory symptoms and shall be sent home if symptoms exist;
- Maintain minimum 6 feet distance between each other and clients;
- Wash hands frequently;
- Use gloves for contact with money, credit cards or other materials. Gloves must be replaced between each client interaction. If gloves are not available, then hand sanitizer between each client interaction is acceptable;
- Clean and sanitize all frequently touched items in work areas;
- Clean and sanitize tables, chairs, tables, and high touch surfaces after every client. High touch surfaces include doorknobs/handles/plates, light switches, countertops, cabinet pulls, etc.;
- Clean and disinfect restrooms regularly;
- Wear gloves to handle money when clearing the register/cash drawer.

Personal Protective Equipment:

- Managers and employees are required to wear cloth face coverings while interacting within 6 feet of clients. Refer to guidance offered by LDH here:
<http://ldh.la.gov/assets/oph/Coronavirus/resources/CDC-DIY-cloth-face-covering-instructions.pdf> ;
- Employees should wear gloves when exchanging materials with clients and should change gloves between clients;

Cleaning of Areas and Other Items:

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use disinfectant;
- Recommend use of [EPA-registered household disinfectant](#). Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label).
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Diluted household bleach solutions may also be used if appropriate for the surface.
 - Check the label to see if your bleach is intended for disinfection and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening, may not be suitable for disinfection.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted.



LOUISIANA DEPARTMENT OF PUBLIC SAFETY & CORRECTIONS
PUBLIC SAFETY SERVICES



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STATE FIRE MARSHAL

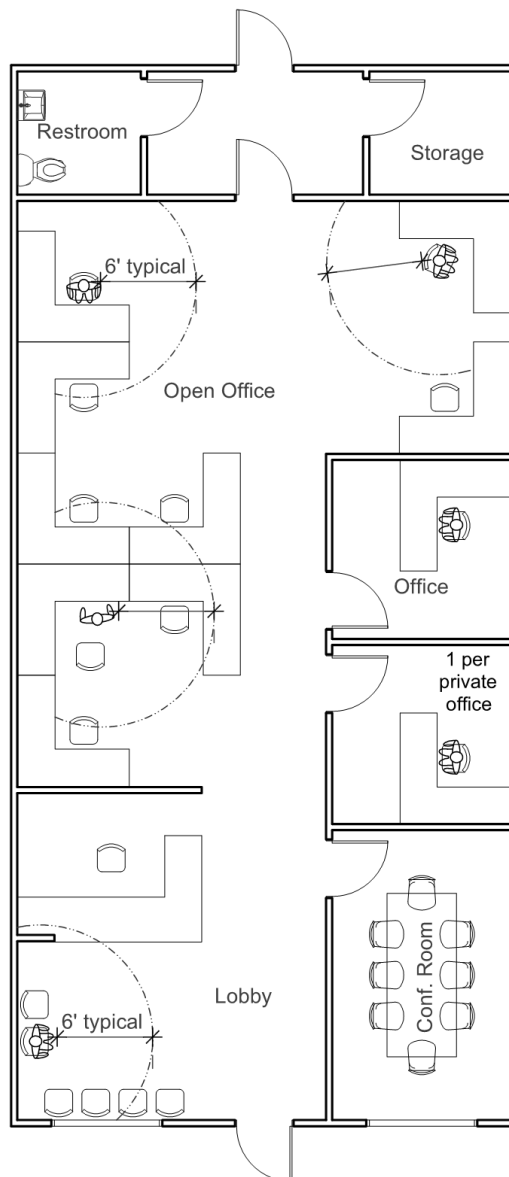
OFFICE OF STATE FIRE MARSHAL

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
Leave solution on the surface for at least 1 minute.

- To make a bleach solution, mix:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water, or
 - 4 teaspoons bleach per quart of water.
- Alcohol solutions with at least 70% alcohol may also be used.

Sample Spacing Layout

Normal maximum capacity = 24, Phase 1 maximum capacity = 6 (25%)



Current Phasing Plan:

Louisiana's phased opening plan is based upon the federal model. This section outlines the phasing process.

PHASE 0: Current – Stay at Home**Essential Services Only**

- ☐ Essential (Critical Infrastructure) Services remain operational with guidelines in place. See: https://gov.louisiana.gov/assets/docs/covid/Essential-Infrastructure_fact-sheet.pdf
- ☐ Restaurant outdoor dining areas – self-serve only - begins May 1st. Refer to OSFM Interpretive Memorandum 2020-23 for outdoor dining limitations and guidance which will remain effective throughout **Phase 1**. See: http://lasfm.org/doc/interpmemos/im_2020-23_Revised.pdf

PHASE 1: TENTATIVE START DATE: May 15, 2020 (Subject to change)

- ☐ Higher risk individuals should remain home (as determined by CDC);
- ☐ Avoid congregating in groups;
- ☐ To remain closed: Public Amusement (indoor and outdoor), rides, carnivals, amusement parks, water parks, trampoline parks, aquariums, museums, arcades, fairs, pool halls, play centers, playgrounds, theme parks, theaters, concert and music halls, adult entertainment, racetracks, casinos, video poker, movie theaters, bowling alleys, bars, spas, massage parlors, tattoo parlors, fitness centers, gyms, and other similar businesses;
- ☐ Follow guidance from LDH regarding sanitation and disinfecting and for Personal Protective Equipment (PPE).

Move to PHASE 2 Criteria: TBD (minimum number of days from Phase 1 without relapse)

- ☐ All Phase 1 gates maintained and successfully completed w/o reverting to previous phase (Revert to Phase 0 if evidence of rapidly increase in CLI, cases, or Med Services become unstable);
- ☐ Additional occupancy types TBD.

PHASE 3: TBD (minimum number of days from Phase 2 without relapse)

- ☐ All Phase 1 and 2 gates maintained and successfully completed w/o reverting to previous phase (Revert to Phase 1 or 0 if evidence of rapidly increase in CLI, cases, or Med Services become unstable);
- ☐ Current recommendation (TBD): All remaining sectors resume normal activity, bars reopen, and restaurants return to pre-COVID capacity limits, large public gatherings, indoor and outdoor resume, unrestricted staffing of most businesses, and visitation at long-term care facilities resumes for individuals with evidence of immunity.

PHASING PERIOD ENDS once a vaccine is discovered and is made widely available.

May 14, 2020

Energy Centre Building Interim Standard Operating Policies & Procedures

Dear Energy Centre Tenants:

The City of New Orleans (or State of Louisiana) issued a mandate that effective May 16, 2020, specific public and private entities previously classified as non-essential, would be permitted to allow additional employees to return to work due to the discontinuance of the Stay-at-Home order in place. We are pleased to welcome you back to Energy Centre and are providing a listing of building policies and procedures that will take effect on May 16, 2020. The information that follows is designed to protect you and your staff members from potential exposure to the COVID-19 virus. We ask that you and your staff members familiarize yourselves with City or State guidelines and/or mandates that are in effect and observe these policies until government officials discontinue or update future recommendations or restrictions.

The following Energy Centre Building policies and procedures will be implemented on May 16, 2020 and we ask that you distribute this information to your employees in preparation for your return to the property:

(A) General Building Adjustments & Applications

- **Elevators** – Physical distancing is a critical part of protection from the COVID-19 virus. Signage will be placed in ground level elevator lobbies strongly suggesting elevator occupants to position themselves in each of the four corner locations of the elevator cab. Additionally, for those individuals waiting for entry to an elevator cab, we ask that you follow the (6')-rule in accordance with physical distancing recommendations while waiting for elevator access. Attempt to stagger work schedules of staff members as much as possible to reduce vertical transportation requirements in the morning and evening hours and limit elevator occupancies to (4) or fewer individuals.
- **Restroom Use** – Signage will be placed on restroom doors as a reminder to wash your hands any time you visit a restroom.
- **Retail Locations** – As retail establishments re-open for business, observe all posted signage or directives as identified by the retailer prior to entering these locations.
- **Building Entry/Reception Area/Loading Dock** – At this time, no change in building entry or loading dock procedures are planned.
- **Rampart Street Entry/Exit** – Rampart Street will remain in secure/locked mode until further notice.
- **Common Areas/Physical Gathering Locations** – Please avoid common area or physical gathering locations such as public lunch/break room areas or benches. While walking in and around the building, observe physical distancing from others whenever possible.

- **Conditioned Air/HVAC Systems** – This facility is currently being equipped with MERV-13 (Minimum Efficiency Reporting Value) air filters such as those found in hospitals and health institutions.
- **Special Cleaning & Sanitization (Building Provided)** – Day porters will provide frequent cleaning in common area high-touch locations such as lobbies, restrooms, elevators, entrance/exit doors, escalator hand rails, stairwells and floors. Please read the attachment to this document titled, “*Building Standard Janitorial Services*”.
- **Personal Protective Equipment (PPE)** – Individuals making use of (PPE’s) such as facial masks and/or gloves are asked to dispose of their (PPE’s) outside of this facility. The (CDC) Center for Disease Control provides specific guidelines and standards for the proper disposal of (PPE’s).

(B) Building Safety & Practices

- **COVID-19 Reporting** – If you have a reported COVID-19 case or suspect such in your office or a visitor to your office, contact the building management office at **504-569-2020**, as we will ask that you provide the following information to us:
 - (1) Date of last visit to the property
 - (2) Locations the individual possibly came in contact with
 - (3) Has this individual been tested and if so, was the test positive or negative
- **Personal Protective Equipment (PPE)** – Local, State, or Federal government agencies issued recommended or mandatory requirements on the wearing of facial masks, gloves, or other protection devices. We ask that you adhere to government mandates when entering this facility and that your staff members follow these recommendations as well.
- **Delivery/Courier Services** – Courier services such as UPS and FedEx, as well as food delivery services will be permitted to make normal deliveries to your suite.
- **Building Amenities** – Building amenities such as building provided conference centers/rooms will be closed until further notice.
- **Sanitization Stations** – Hand sanitizer stations/dispensers will be provided by building management in locations such as, building entrances, elevator lobbies on the ground floor, loading dock and in specific common areas unique to the property.
- **Special Cleaning & Sanitization (Tenant Provided)** – Additional/Special cleaning within the confines of a tenant space that exceeds building standard janitorial services will require contracting directly with the building janitorial service provider or with an outside third-party provider at the tenant’s cost. Should you employ the services of a third-party provider, please forward an insurance certificate to building management prior to work commencing.
- **Tenant Re-Entry Date** – Email building management with your company’s re-entry plan once decided. Provide return date, number of employees expected and working hours if outside of normal building standard hours.

Our goal and objective is to minimize the spread of COVID-19 and to protect you and your employees as much as possible. The COVID-19 pandemic has impacted us all and our work environment. We hope the policies and procedures referenced above are temporary in nature and can be removed in the near future

to lessen the restrictions that will be implemented as part of your return to the work place. The World Health Organization (WHO), Center for Disease Control (CDC), and local, state, and federal governmental officials are the primary sources of information and guidance in the protection effort of the COVID-19 virus and we look forward to working in collaboration with you to combat this virus. For more information related to the State of Louisiana's order, visit <https://gov.louisiana.gov/can-this-business-open/> for a guide of businesses that can be opened and you can also register your business to receive guidance and updates from the State Fire Marshal's office and the Louisiana Department of Health at opensafely.la.gov.

Contact us at 504-569-2020 should you have any questions or require additional information, as we will assist you in any way possible. It is our pleasure to welcome you back to Energy Centre.

Sincerely,

NEW ORLEANS I HOLDINGS, LLC



Ryan Comeaux,
General Manager-Energy Centre

Building Standard Janitorial Services

Dear Energy Centre Tenants:

As additional occupants of Energy Centre return to their premises, various city, state, and local governments have required certain businesses to adopt regular cleaning procedures in the workplace in order to reduce the spread of COVID-19. Please review the laws that may be applicable to your premises. In addition, recent CDC guidance has been issued which recommends regular disinfecting in the workplace. That CDC Guidance can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>. Energy Centre is committed to providing tenants with the services they may need to ensure a safer workplace. To that end, for the next (60)-days, Energy Centre will be providing expanded janitorial services that will include nightly (M-F) disinfection of certain frequently touched surfaces and objects within each tenant's premises, including the following:

- tables
- doorknobs
- refrigerator handles
- light switches
- countertops
- door handles
- hand rails
- toilets
- faucets and sinks

Energy Centre will further instruct its janitorial contractor to do weekly disinfecting of:

- HVAC controls

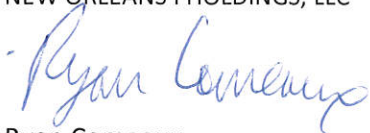
Energy Centre's janitorial contractor will **not** be disinfecting the following objects in each tenant's premises due to the increased risk of damaging these objects:

- phones
- keyboards/mouses
- other electronics
- personal items in workstations/offices
- soft surfaces such as carpets
- desks and desk drawers

Furthermore, it is outside the scope of the current janitorial service to open refrigerators, microwaves, file cabinets, desk drawers, kitchen cabinets, coffee stations & coffee pots, microwave buttons and similar items.

Energy Centre hopes that this additional service will be helpful in creating a safer work environment for all tenants in the Building. The cost of these additional temporary services are a building operating expense, so please keep building management informed of your re-entry plans so that we can enable maximum efficiency. It is the responsibility of each tenant to comply with all applicable laws and arrange for any cleaning service in your premises that is outside of the scope of service stated in your lease and the additional temporary services stated herein. Energy Centre will continue to routinely disinfect high-touch portions of the common areas using EPA registered chemicals.

Sincerely,
NEW ORLEANS I HOLDINGS, LLC



Ryan Comeaux
General Manager-Energy Centre