



METRO CENTER @ THE TRAIN

RETURN WITH CONFIDENCE

Be Smart. Be Safe.

EMPIRE STATE
REALTY TRUST

ESRT
LISTED
NYSE

Table of Contents

- 3. Welcome Back to the Office!
- 6. Personal Protection Equipment
- 7. Building Entry
- 8. Guests
- 9. Safety Precautions While Inside
- 11. Be Smart. Be Safe.
- 13. Additional Information
- 14. Lobby Level Access Plan

Receive critical updates.

Do not block PropMgmt@empirestaterealtytrust.com.

Please tell your employees.

Be Smart. Be Safe.

Welcome back to your Office!

To provide a clear and safe pathway for your return, we have worked hard to ensure Metro Center has the highest standard of Indoor Environmental Quality.

Since the last time we communicated with you on our Health and Safety Protocols, Empire State Realty Trust became the first and only commercial portfolio in the U.S. to achieve the WELL Health-Safety Rating, an evidence-based, third-party verified rating for all building types, focused on operational policies, maintenance protocols, emergency plans and stakeholder education to address a COVID-19 environment now and broader health and safety-related issues into the future.

Empire State Realty Trust is now a Fitwel Champion, with 83% of the NYC portfolio earning certification. Fitwel is a third-party healthy building certification system that sets the industry standard for strategies that promote positive health outcomes for tenants and communities. As a leader in health and sustainability, ESRT earned Champion status because of everything that we already consider standard across the portfolio.

In addition, ESRT has earned the highest possible Global Real Estate Sustainability Benchmark (GRESB) 5 Star Rating and Green Star recognition, and score of 88, in the 2020 GRESB Real Estate Assessment, an achievement that places ESRT in the top 20% of all respondents. GRESB is a rigorous global standard widely recognized as one of the best measures of sustainability performance of real estate companies and funds.

Our approach to Indoor Environmental Quality and sustainability has been verified through the most stringent international standard for health and wellness, to keep you safe in a post COVID-19 environment and to provide a healthy workplace. When you return to an ESRT building, you can return with confidence.

This work includes enhanced cleaning and sanitization procedures, health service resources, and industry leadership in air and water quality management. We have implemented policies, procedures, and technical solutions, and verified them through the most stringent international standard for health and wellness, to keep you safe.

Our executive conference center is open and available for your use with occupancy reduction, MERV 13 filters, increased outside air intake for additional ventilation, and bi-polar ionization in place.

We plan to reopen our fitness center, have surveyed our members and are making arrangements to provide limited hours by appointment. Our fitness center Indoor Environmental Quality measures include bi-polar ionization, increased outside air intake for additional ventilation, MERV 13 filters, and enhanced cleaning and sanitization procedures.

Those who have returned to the office have seen first-hand that mass transit is cleaner than ever and many local businesses are ready to safely welcome you back.

We ask each person working in and visiting our building follow the below protocols for the health and safety of our community. Please be kind and courteous to building employees who are responsible for the enforcement of these protocols.

We are here to support you as you return to your office. If you have any question or issue, relate them to your **office manager** or to **building management**.

Thank you for your continued partnership.



METRO CENTER

@ THE TRAIN

Personal Protection Equipment

- **Tenants and Tenant Visitors**
 - All persons who enter our building
 - Tenants and tenant visitors will be temperature screened
 - A temperature of <100.4 is needed for entry
 - Please do not use fever reducing prophylactics to compromise the temperature screening
 - If you or someone in your home is sick or have been exposed to Covid-19, please do not come to work
 - Tenants and tenant visitors are required to wear facial coverings or masks

- **ESRT Building Staff**
 - ESRT staff, engineers, contractors and custodians
 - ESRT personnel are temperature screened
 - Lobby and visitor desk personnel wear PPE, which includes face shield, face mask, and gloves
 - Building staff wear PPE, which includes face masks and gloves
 - Employees pass a daily COVID-19 screener and are instructed that if they or someone in their home is sick or have been exposed to COVID-19, they should not come to work

METRO CENTER

@ THE TRAIN

Building Entry

- **Dedicated Entrances**
 - Building access will be restricted to screen all persons for entry
 - Refer to the attached plan for:
 - Dedicated entrance for tenants and visitors
 - Food deliveries will be picked up outside on sidewalk
 - Contractors and vendors will enter through the loading dock
- **Temperature Checks**
 - In the lobby a non-contact body temperature screening kiosk reads every person wishing to enter
 - A temperature of <100.4 is needed for entry
 - Please do not use fever reducing prophylactics to compromise the temperature screening
 - Facial covering is needed for entry

Screening takes less than 15 seconds. However, when there is no open kiosk, we ask you to queue calmly with social distance.

METRO CENTER

@ THE TRAIN

Guests

- **All guests must be pre-registered online through Workspeed**
 - o Once guests are temperature screened, they may proceed to the visitor's desk to scan their government-issued ID and receive a visitor's pass
 - o There will be no opportunity for building staff to phone upstairs to approve visitors
 - o Unregistered guests will be instructed to reach out to be registered online
 - o Please advise your guests of our protocols for facial covering, hand sanitizer, and temperature checks
- Tenants must establish a designated contact for building entry issues

METRO CENTER

@ THE TRAIN

Safety Precautions While Inside

- **Social Distancing and Mitigation**
 - Please maintain six feet separation from others whenever possible
 - Mitigate your risk by the use of a CDC-recommended facial covering or mask and with frequent hand washing and use of hand sanitizer
- **Facial Covering/Masks**
 - Must be worn in all common areas
- **Elevators**
 - Elevator capacity limits to maintain social distancing
 - Look for footprint decals on the elevator floors
 - Enter an elevator if there is an available decal
 - If there is not an available decal, please wait for the next elevator

METRO CENTER

@ THE TRAIN

- **Cleaning**

- We have increased the cleaning and disinfection of common areas with special emphasis on high touch areas
- We offer additional disinfection services for tenant offices. If you are interested, please ask your office manager

- **Do Your Part!**

- Use hand sanitizers before and after you touch any surface
- Gel dispensers are located at each lobby level elevator hall
- Please maintain six feet separation from others whenever possible
- Wear your CDC-recommended mask or facial covering
- Remind your colleagues and office guests to do the same

- **Deliveries**

- No deliveries will be permitted through the building lobby
 - Tenants must pick up food deliveries at the designated area outside of the building
 - Tenant re-entry will be subject to the above safety protocols
- All deliveries must be made via freight elevator
 - Freight elevators must be arranged via Workspeed request

METRO CENTER

@ THE TRAIN

Be Smart. Be Safe.

- **Take Responsibility**
 - Please maintain six feet separation from others whenever possible
 - Wear your mask or facial covering
 - Use hand sanitizers before and after you touch any surface
 - Wash your hands thoroughly, regularly
 - Remind your colleagues and office guests to do the same
 - Keep restrooms clean
 - Cover your mouth when you cough or sneeze
 - Dispose of masks/gloves/wipes in trash receptacles
- **Stay In/Work From Home If**
 - You are sick
 - You believe you have been exposed

METRO CENTER

@ THE TRAIN

- **Share With Us Your Plan**
 - Refer to the following link for Connecticut state guidance and rules:
https://portal.ct.gov/-/media/DECD/Covid_Business_Recovery/CTReopens_Offices_C4_V1.pdf?la=en

METRO CENTER

@ THE TRAIN

Additional Information

We appreciate your tenancy, value our relationship and look forward to your assistance to implement these new guidelines. Look for emails from PropMgmt@empirestaterealtytrust.com for any change in protocol.

Receive critical updates.

Do not block PropMgmt@empirestaterealtytrust.com.




Please tell your employees.

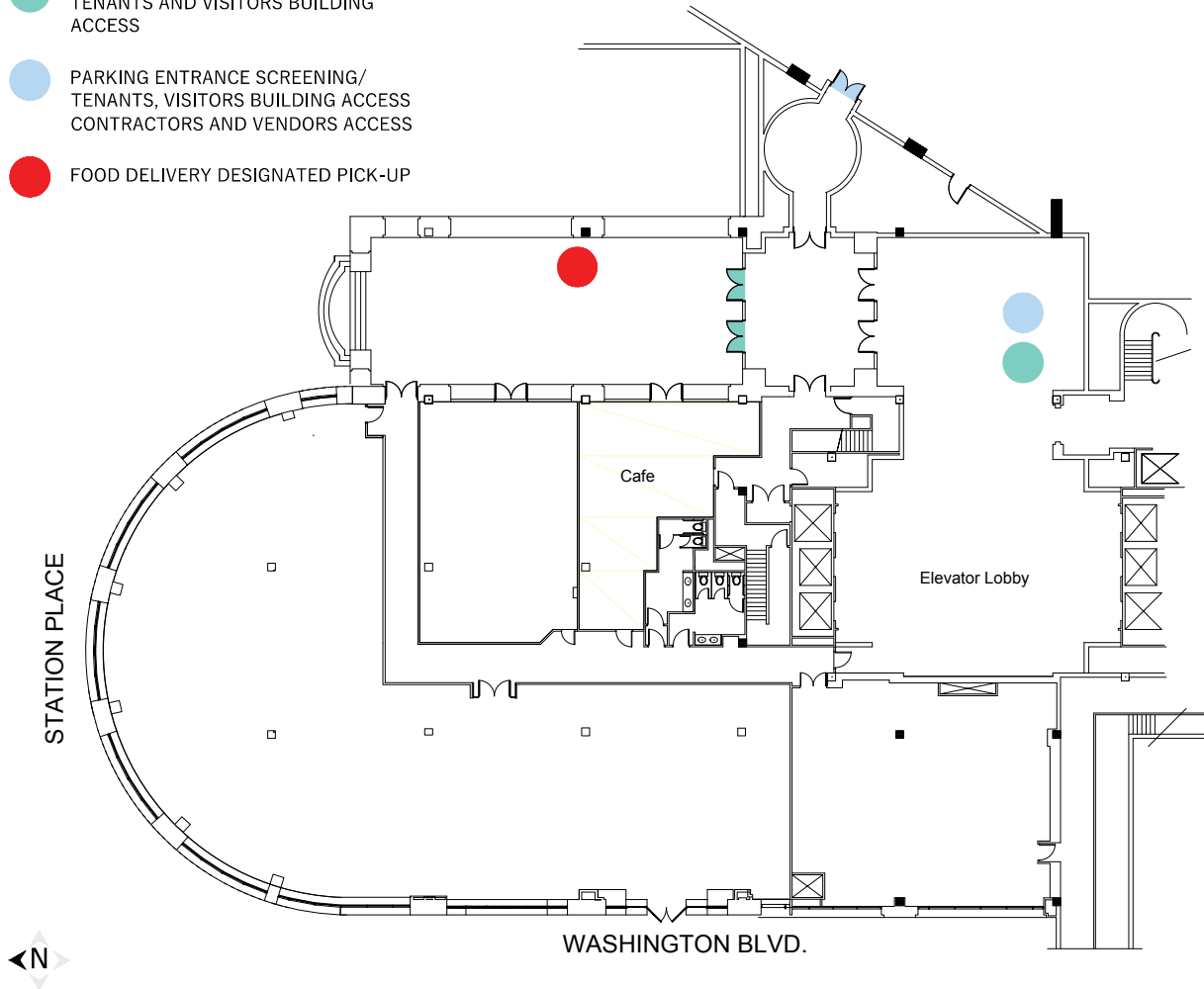
Be Smart. Be Safe.

METRO CENTER

LOBBY LEVEL ACCESS PLAN

LEGEND

-  MAIN ENTRY SCREENING/
TENANTS AND VISITORS BUILDING
ACCESS
-  PARKING ENTRANCE SCREENING/
TENANTS, VISITORS BUILDING ACCESS
CONTRACTORS AND VENDORS ACCESS
-  FOOD DELIVERY DESIGNATED PICK-UP



We look forward to seeing you soon!

EMPIRE STATE
REALTY TRUST

ESRT

LISTED

NYSE