



# METRO CENTER @ THE TRAIN

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RETURN WITH CONFIDENCE

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Be Smart. Be Safe.

EMPIRE STATE  
REALTY TRUST

ESRT  
LISTED  
NYSE

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## Table of Contents

1. Welcome Back to the Office! .....	<a href="#"><u>Page 1</u></a>
2. Personal Protection Equipment .....	<a href="#"><u>Page 4</u></a>
3. Building Entry .....	<a href="#"><u>Page 5</u></a>
4. Guests .....	<a href="#"><u>Page 6</u></a>
5. Safety Precautions While Inside .....	<a href="#"><u>Page 7</u></a>
6. Be Smart. Be Safe. ....	<a href="#"><u>Page 9</u></a>
7. Additional Information .....	<a href="#"><u>Page 11</u></a>
8. Lobby Level Access Plan .....	<a href="#"><u>Page 12</u></a>

**Receive critical updates.**

**Do not block [PropMgmt@esrtreit.com](mailto:PropMgmt@esrtreit.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.

Empire State Realty Trust is the first 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 also now a Fitwel Champion. 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 score of 88, 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 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

## Personal Protection Equipment

- **Tenants and Tenant Visitors**

- Temperature screening, and social distancing is now optional in all common areas (lobbies, elevators, and restrooms) for our fully vaccinated tenants and visitors
- Tenants and tenant visitors must wear face masks, use hand sanitizer upon entry, and social distance in all common areas
- 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

- **ESRT Building Staff**

- Lobby and visitor desk personnel must wear face masks
- Building staff must wear face masks
- Unvaccinated 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

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### 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
    - A temperature of  $<100.4$  is needed for entry
      - Please do not use fever reducing prophylactics to compromise the temperature screening
    - Face mask 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.

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## Guests

- **All guests must be pre-registered online through Workspeed**
  - 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
  - There will be no opportunity for building staff to phone upstairs to approve visitors
  - Unregistered guests will be instructed to reach out to be registered online
  - Please advise your guests of our protocols for face masks, hand sanitizer, and temperature checks
- **Tenants must establish a designated contact for building entry issues**



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## 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 face masks and with frequent hand washing and use of hand sanitizer
- **Face Masks**
  - Must be worn in all common areas

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- **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

- **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 loading dock
  - Freight elevators must be arranged via Workspeed request

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## Be Smart. Be Safe.

- **Take Responsibility**
  - Please maintain six feet separation from others whenever possible
  - Wear your face mask
  - Use hand sanitizers before and after you touch any surface (gel dispensers are located at each lobby level elevator hall)
  - 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

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- **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](https://portal.ct.gov/-/media/DECD/Covid_Business_Recovery/CTReopens_Offices_C4_V1.pdf?la=en)

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## 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@esrtreit.com](mailto:PropMgmt@esrtreit.com) for any change in protocol.

**Receive critical updates.**

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**Please tell your employees.**

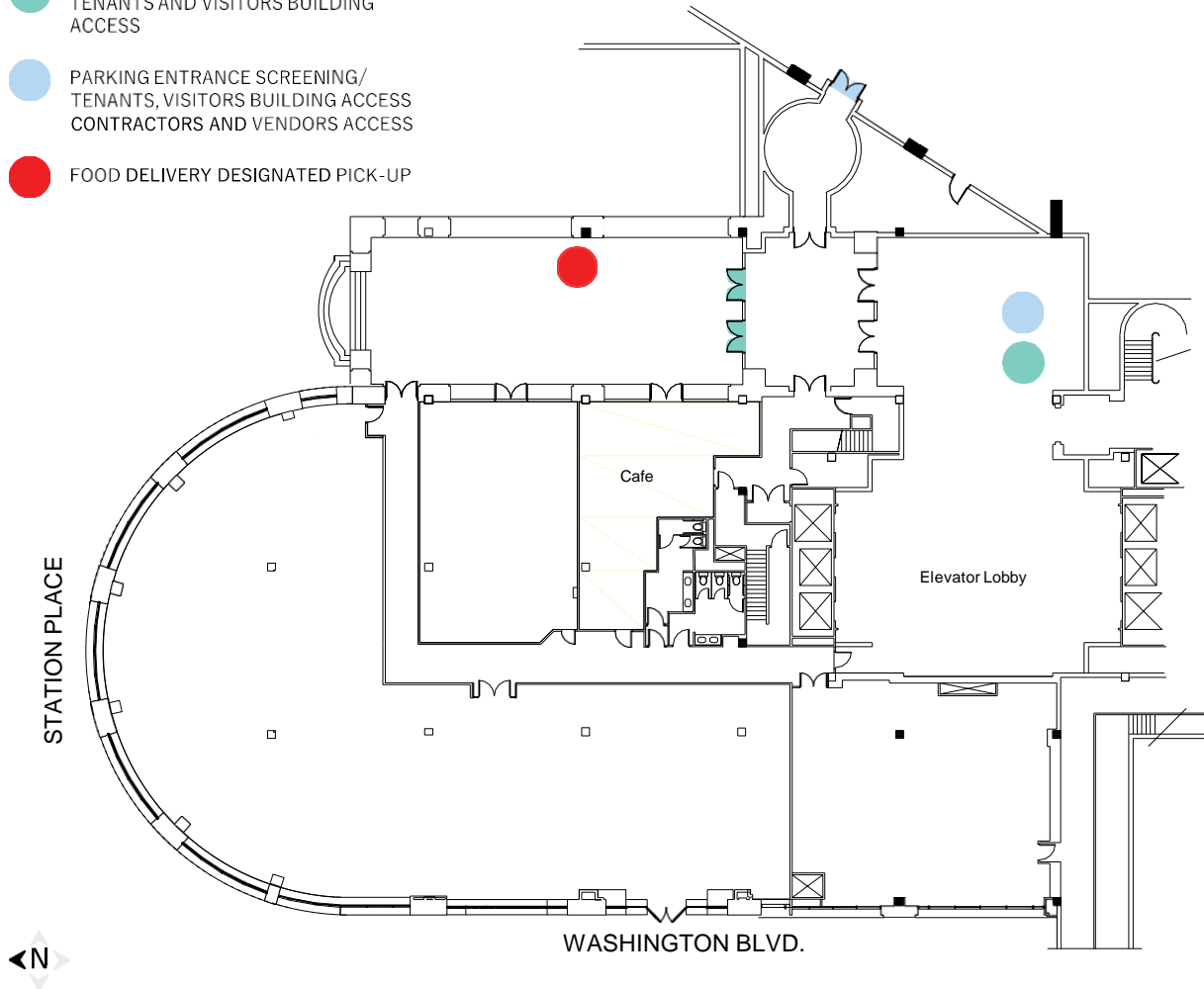
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## LOBBY LEVEL ACCESS PLAN

### 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!**

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