

# Follow up FAQ's



What are the 3 original questions we need to answer as part of the health questionnaire to gain access to the building?



- 1** *Have you tested positive for COVID-19 in the past 14 days?*
- 2** *Have you experienced any symptoms of COVID-19 in the past 14 days?*
  - Fever above 100.4F*
  - Persistent dry cough*
  - Shortness of breath/ difficulty breathing*
  - Chills or repeated shaking with chills*
  - New loss of taste or sense of smell*
  - Flu-like muscle pain, sore throat, and headache*
- 3** *In the last 14 days have you knowingly been in close or proximate contact with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19?*

Any plans to ask occupants entering the building if they have traveled to hotspots (domestically or internationally) within the last 14 days?

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Yes, we have added the following 4th question to our daily screening process:

*Are you currently required to be under a 14 day quarantine for recent travel to a state designated by New York as having a significant rate of transmission of COVID-19 or quarantine imposed as a result of international travel?*



What happens if there is another outbreak?

*RXR will continue to abide by the requirements of governing authorities. Additionally, RXR has the technology in place to identify trends in absenteeism, elevated temperatures, and confirmed cases. We are also working on developing advanced random testing on surfaces to track the virus. This information will be made available to tenants so that we are as informed as possible if there is another outbreak.*

*RXR will also continue to send notifications out to our occupants when there are confirmed cases and clean the common area path of travel.*

How do the QR codes work for visitors?

*All pre-registered guests in Angus will receive an email in advance of their arrival. They will be asked to answer our daily screening question in advance and then the QR code will be released.*

*Once the visitor arrives in the lobby and passes through the temperature scanner, they will be directed to a kiosk for self-registration with the QR code. Once the officers are notified of clearance, they can assist in access to the elevators, this process varies by building.*

Will bike storage be available? Can bikes be brought to the offices if the answer is no?

*Each building has modified the bike storage area/policy to accommodate as many bikes as possible. Each building is different in terms of their capacity, please reach out to your property management office to sign up and register.*



Will parking still be open and how will it affect screening and building sign-ins?

*Yes, our parking lots (where applicable) will still be open. Our lobby access plans have been modified to capture all entry points into the building.*



Can you give clarification in regard to the enhanced cleanings in terms of scope and frequencies?

*Building common areas and high touch points will continue to get an increased level of cleaning throughout the day. The scope of work for a tenants' space is still in accordance with the Landlord's lease obligations and additional services are available through the RxWell™ App and Angus.*





Can you accept packages for us while we are out?

*Unfortunately, we cannot. Our messenger centers (where applicable) are not capable of accepting packages for prolonged periods of time. In the event that an important delivery is coming to the building and there is nobody in your office to accept it, please reach out to your management office to discuss special alternative arrangements.*

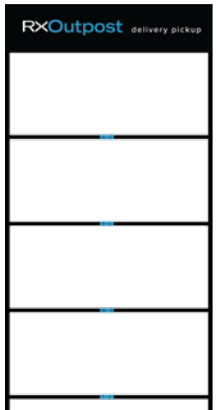


How will your employee screening apply to our responsibility for screening our employees?  
Or do we need to confirm compliance separately?

*Government Guidelines have made it clear that RXR's entry procedures will satisfy a tenant's screening obligations with both the questions and the temperature checks. A confirmation email will be sent on a daily basis confirming that the Landlord has enforced our procedures and there is no need to document separately, unless you have a company policy that requires you to do so.*

Regarding food delivery, will tenants be able to order from vendors outside who RXR has partnered with?

*Yes. RxOutpost is a centralized location for FOOD deliveries which allows us to help control the process, limit additional interactions, and to clean the space on a frequent schedule. Any food delivery service can utilize this amenity.*



How many people will be allowed in the elevators at one time to control crowding and what spacing guidelines will be used?



*The maximum capacity for each building is different based on the size of the elevator. NYS guidelines require all individuals to wear masks when less than 6 feet apart. All elevators have decals on the floor identifying recommended spacing and number of occupants.*

What data is being stored on the app?

*The privacy of our tenants and their employees is important to RXR. The only data being stored by the app is anonymous and aggregated. For example, an individual's responses to questions for the access questionnaire are not stored, instead we only record a count of passed and failed questionnaires for the building.*

Will the app replace Angus?

*While RxWell™ has some features that are also available on Angus such as visitor registration, announcements, and cleaning requests, we will continue to use Angus for the work order requests and email updates at this time.*

Will screening information be provided to any 3rd party (e.g. CDC)?

*No. We are not sharing screening information with any third parties. The information is only accessible in an anonymized and aggregated basis to our property management team and to the relevant tenants.*



If a mobile application is used, what platforms are supported?

*Currently we support Android and iOS, both tablet and mobile. We do not support Windows mobile, but there is a mobile friendly web version that can be used.*



What is geo-fencing and can it be turned off?

*Geo-fencing is only used for the rotation management feature. Employees can choose to opt out if they want to. Geo-fencing checks if the user is within 30 feet of their RXR building and records a count of how many people were onsite for a particular rotation. We do not record any individual's location data.*

What happens when location tracking on the device is turned off?

*The only consequence of turning off location tracking is we are not able to report aggregate data on rotation compliance (e.g. a user on a Mon-Wed-Fri rotation came in on a Thursday).*

What is the policy approach for people without a smart phone? (example: I have a tablet running Android OS, but I do not have a smart phone; what about no smart device at all?)

*Occupants without the RxWell™ App are verbally asked the questions upon arrival to the lobby.*



How would this app interact with other contact tracing apps? Does mobile app function as a wrapper for current iOS and Android function?

*At this point we are not doing any contact tracing via the app. We are investigating options that would be opt-in for tenants and employees. Some options are hardware related (e.g. wearable) and software (e.g. Bluetooth/GPS).*

Are there any new features we can expect to see in the app?

*Yes. RxWell™ will continue to evolve and offer more information and services in the near future. Feedback from our users is important to help us build a better product so we encourage everyone in our buildings to download RxWell™ and let us know what they think.*