

# River Point

## Return-to-Building-Occupancy Guide

March 4, 2022



# Hines

River Point has a tailored  
plan of action with you, your  
employees and visitors in mind.

This is a consolidated outline of the comprehensive Hines Return-to-Building-Occupancy Plan and will be updated as needed. Hines is informed by our internal task forces, outside experts, consultants and guidance from the World Health Organization (WHO) and the Centers for Disease Control Prevention (CDC). This document is intended to provide guidance for building re-occupancy and does not constitute medical or legal advice.

# Welcome Back to River Point!

The coronavirus pandemic has been one of the most challenging issues we've faced. The world was changed in unbelievable ways, and in a compressed timeframe unlike anything we have seen before. It has tested our health, our humanity, our adaptability, and our resilience as people – demanding an immediate refocus on the “right now,” alongside the parallel plan to be well-prepared and adaptable for the “after.” The property team at River Point has successfully managed through these challenges and is ready to welcome you back!

For many months now you've heard us at Hines say, “When you're ready, we're ready.” Recent global trends with respect to COVID-19 are showing signs of improvement. Several health organization (e.g., CDC, WHO, etc.) have recently updated their recommendations, and local governments are adopting these recommendations on different timelines. As we get closer to a time when more people are returning to River Point, – we want to share actions we have taken while you were away to help you, your co-workers and guests feel more comfortable with coming back to work – based on our Building Return to Occupancy Plan .

Please stay tuned for more information as we evaluate our building COVID safety measures to align with the evolving health guidance and where there is no conflict with applicable state, or local regulations.

While it feels exciting to have you back at the building, there will be some adjustments as you allow yourself time to reset and get comfortable with another “new normal,” just like we did when we began working from home.

Remembering that our primary goal is to ensure the health and safety of our building population we look forward to partnering with you toward this mutual objective.

All of us at River Point, want you to know that we're ready!

**Michelle M. Nanni**  
General Manager

**Hines**

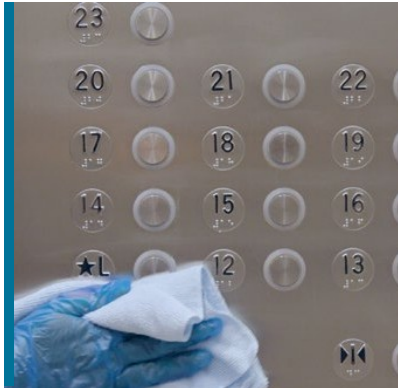
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**Intelligent Real Estate Investment, Development and Management**





While You  
Were Away



**W**e continued to care for River Point and our tenants while operating at a reduced capacity. Guided by our premier standards, we have taken the following actions to not only keep buildings operational, but also ensure that your return is safe.

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Provided comprehensive cleaning and disinfection as needed to maintain building readiness.

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Monitored and maintained the property's indoor air quality profile with MERV-8 and MERV-13 filters.

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Operated plumbing system fixtures to maintain water quality.

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Strategically installed hand sanitizer and voluntary temperature scanner stations throughout common areas.

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Installed signage that encourages the practice of hygiene to reduce the spread of germs.

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Continued to maintain Fire Life Safety procedures including planning for fire drills.





Your  
Arrival





**A**s we continue a clean and conscious journey together, there will be actions each of us can take to create a comfortable and safe environment for all.

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Property management will continue to follow established case reporting and communication protocols until cases are virtually extinguished.

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Currently, masks are no longer required in River Point common areas, including amenity spaces such as the Fitness Center, Conference Center, and Tenant Lounge. It is up to the discretion of each tenant to decide what masking policy they would like to uphold.

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Depending on tenant's comfort level, Property Management recommends that tenant's preferred PPE is kept at their reception desks for use by registered vendors and visitors.

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Utilize contactless entry and proximity readers at building entrances, turnstiles, elevators, and garage entrances with the **RP Chicago app**.

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At this time, River Point building staff will continue to wear masks. This policy extends to any work provided in tenant spaces.

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Property Management will not inquire vaccination status of tenants or vendors; however, building teams will adhere to tenant-specific vaccination requirements.

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Lobby furniture has been upgraded from its pre-pandemic status. The new furniture is easier to wipe down with disinfecting products.

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Pay attention to building updates sent by Property Management via MailChimp or via news posts on the RP Chicago app.

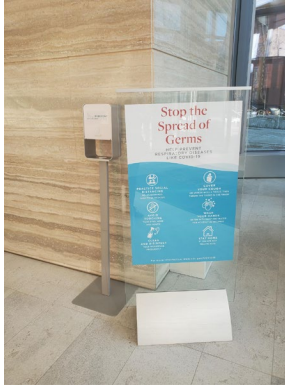
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# To Your Floor







**A**s you return to your space and gradually adjust to daily activities, approach your re-entry with a heightened sense of observation and actions that you can take to maintain a safe environment for yourself and those around you.

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Utilize hand sanitizer stations as needed.

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Know that elevator call buttons will continue to be sanitized on a frequent basis.

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Know that tenants can view real-time elevator wait times on the RP Chicago app.

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Be cognizant of elevator etiquette while riding with passengers of differing comfort levels.

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Expect Destination Dispatch elevator capabilities to soon launch on the RP Chicago app. This will help ensure your trip to your floor is seamless and touch-free.

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Doing  
Our Part



In early 2020, we activated our comprehensive pandemic plan which we've had in place for more than 15 years and update regularly.

Since that time, a firm-wide COVID Product Review Group was formed to serve as a central review body to investigate further and develop a house view. Hines also formed a second working group, COVID-19 Airborne Transmission Working Group, focused on the continued understanding of the airborne nature of COVID-19.

Many of our services are provided by third parties who continue to work together with Hines to ensure that we service you with the most dynamic, up-to-date information and procedures.

## Janitorial

Janitorial teams will continue enhanced cleaning by disinfecting high touchpoint and travel areas.

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Our janitorial teams, using Hines' industry-leading standards, have expanded their efforts even further. They are hyper-focused on sanitizing common areas like points of entry, lobbies, elevators, and washrooms with even greater frequency and care.

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Property Management can offer tenants additional deep cleaning after hours upon tenant requests.

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## Security

River Point's security team continues to make tenants feel at home in the building! The staff follows all necessary precautions while checking in visitors or guiding tenants to their floors. For new hires that have not yet been to the building, badges are available upon request via our work order system.

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## Delivery Services and Loading Dock

Delivery vendors will continue regularly scheduled pickup and deliveries in accordance with the property's return-to-occupancy plan. Delivery personnel are currently not required to wear PPE by the building. Messenger Center staff will resume in-suite delivery upon request to the Property Management Office.

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## Parking

As monthly parkers return to office in mass, please ensure that all vehicles and parkers are registered with River Point's parking garage manager, SP+. Contact the office of the building should you have any questions.

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Our Property Management team has been hard at work to ensure our tenants are offered a high volume and wide array of event experiences!

If your office has a recommendation for an event or charity drive that you would like to see at River Point, please do not hesitate to reach out to [Angie Tants](#), River Point's Senior Community Manager.



## Tenant Community Engagement

River Point continues to provide hybrid tenant events that allow for participation both in-person and via virtual attendance.

Property Management is honored to host various local charity donation initiatives. These include in-person volunteer initiatives, virtual donation drives, or the collection of physical onsite donations. Charitable opportunities are communicated through newsfeed posts on the RP Chicago app and through the weekly newsletter.

Stop by the lobby during River Point's monthly markets! These markets consist of community vendors offering items for purchase at preferred rates for our tenants.

Themed experiences you may expect from River Point include but are not limited to:

- Fitness & wellness events
- DIY cooking or mixology demos
- DIY planter lessons
- DIY facial and grooming webinars
- Financial planning lessons
- Family art club and children's book readings
- Golf lessons
- Dance lessons
- Monthly trivia competitions
- Football Tailgates
- Summer concerts





## Looking Ahead

We've teamed up with WELL Buildings, LEED, and other organizations to help ensure that River Point management is constantly conscious of and improving the building's safety, cleanliness, and eco-friendly nature.

From all of us at River Point, we want our tenants, clients and their employees, and visitors to know that we are here for you.



# Property Contacts

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## Property Team

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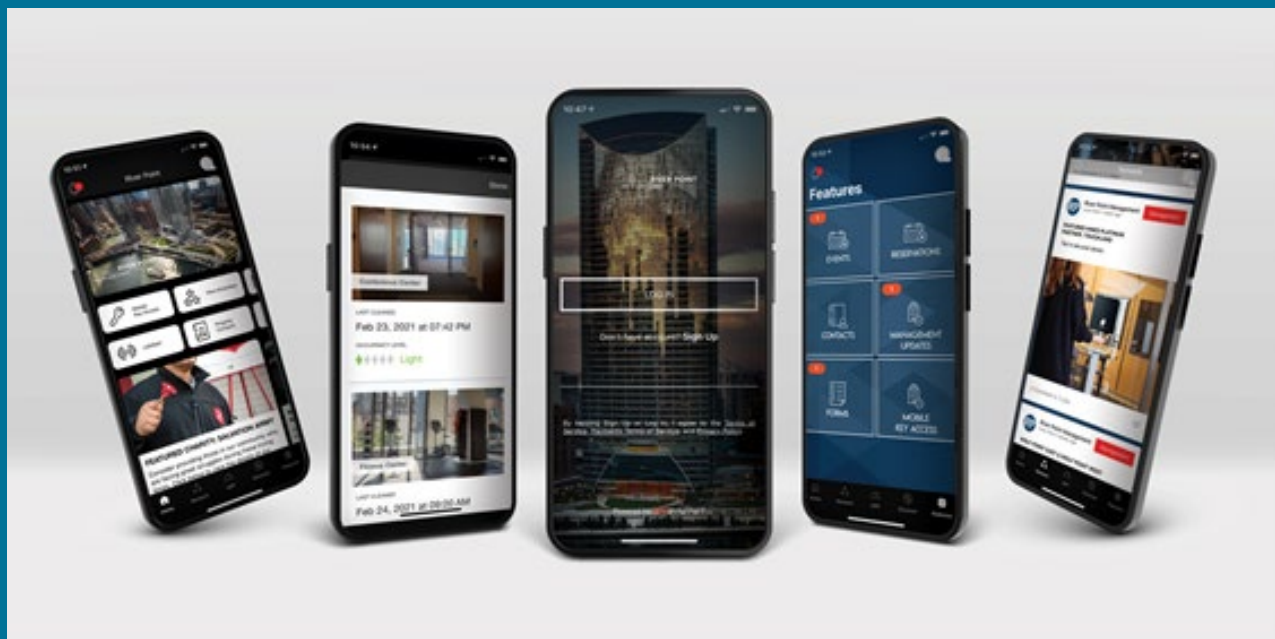
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Staff Assistant  
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For additional tenant resources,  
visit [chicagoriverpoint.com](http://chicagoriverpoint.com)



Be in the know and take RP on the go!

Of its many uses, our RP Chicago app helps keep our tenants up to date on all the latest news, events, and communications!

Scan the QR code to download from the Apple App Store or the Google Play Store.

