SINGU

COVID-19
Resources and Best Practices

VELIS
REAL ESTATE TECH

Coronavirus COVID-19

How to use the Singu FM platform to reduce the risk of coronavirus disease.

Dear Singu FM Users,

For the sake of the health and safety of you and your guests, suppliers, security staff, and other people in your facility, please read and apply the following recommendations. They refer to how to use the Singu FM platform to minimize the risk of COVID-19 coronavirus disease.

SINGU FM FEATURES THAT HELP TO REDUCE THE RISK OF INFECTION

Dedicated ticket type in the system (as a result, high priority is set and automatic notification is sent).

Dedicated ticket category and **corresponding workflow** and **escalation** (procedure).

Checklist - **new ticket checklist** with the procedure of action regarding the coronavirus.

Label with an additional workflow if coronavirus/COVID-19 appears in the content or subject – in this situation observer is added for such topics and receives a notification: push, SMS or e-mail.

News on the subject of coronavirus - choose the right ticket type and set higher priority to make it easier to find in the system.

Try to **reorganize regular inspections** by setting **new priorities** based on the current situation.

Add **extra cleaning and security audits** to follow coronavirus country recommendations.

If you have any questions, please ask your Singu FM Administrator who will help you configure the system properly.

TAKE CARE OF YOUR SAFETY AND OTHERS!

This is extremely important, therefore follow these instructions and reduce the risk of coronavirus infection. Use the available system features to protect yourself and others from the disease.

VELIS
REAL ESTATE TECH

Coronavirus COVID-19

Good practice set to reduce the risk of coronavirus infection.

Dear Building Managers,

For the sake of the health and safety of you and your tenants, visitors, front desk staff, and other people in your facility, please read and apply to the following recommendations below. They present good practices collected by Velis to minimize the risk of COVID-19 coronavirus infection.

HOW TO REDUCE THE RISK OF INFECTION?

It is recommended that the following changes should be introduced to minimize the risk:

1. Registration of uninvited visitors using the self-service stand (iPad at the reception desk) should be **temporarily disabled**.

2. Registration of the visitor without a previously sent mobile invitation should be done **by the reception staff member** using the reception computer.

3. The reception desk should remind tenants to use **the visitors' prebooking** (pre-registration) system which is a good way to limit the contact between the guest and the reception desk employee.

4. Instead of the Singu Guestbook start screen on the iPad, there should be displayed special **graphics or text with health and safety instructions** for the visitors. We are here to help you with this.

5. Determining the **distance between people waiting to be registered** is a good practice too.

6. Clean the surfaces of your iPad, QR code readers or other devices such as DYMO printers, the surface of the reception desk, regularly with appropriate cleaning and disinfection tools.

7. If possible, **increase the physical distance between the reception staff and visitors**.

8. In case of evacuation, we recommend using the **evacuation report** built in the Singu Guestbook platform.

If you need help with system configuration or if you have any additional questions, please contact us - we are happy to help.

ⓘ TAKE CARE OF YOUR SAFETY AND OTHERS!

This is extremely important, therefore follow these instructions and reduce the risk of coronavirus infection. Protect yourself and others from the disease.

Coronavirus COVID-19

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How to use the electronic visitor management system to reduce the risk of coronavirus disease.

Dear Tenants,

For the sake of your health and safety, please read and apply to the following recommendations. The recommendations refer to how to use the digital visitor management system Singu Guestbook to minimize the risk of COVID-19 coronavirus infection.

How to reduce the risk of infection?

USE THE PREBOOKING FEATURE (PRE-REGISTER YOUR VISITORS)

Register your visitors' visits in advance to limit their contact at the reception desk. Pre--registered guests with an invitation will be able to enter the facility without the need to register at the reception. They will simply need to show the invitation sent by e-mail or scan the QR code from the mobile invitation to cross the barriers.

How to do that?

✓ **I have a login and password to the Singu platform:**

1. Log in to the **Singu platform**.

2. Select the **Guestbook module** from the menu.

3. Click the blue **Prebooking** button.

4. Fill in the prebooking **form** with all the necessary information.

✓ **I do not have a login and password to Singu, or I want my company employees to be able to that:**

If you do not have access to the Singu platform, and your company employees want to pre-register the entries of their visitors - please contact your building manager to send a **prebooking link**. After receiving it, it will be possible to send an invitation to the visitor without logging into the Singu application.

ASK FOR ADDING MORE INFORMATION TO THE INVITATION

After prebooking (pre-registering your visitor), the guest receives an invitation with the basic information in the invitation related to the meeting.

Due to the process of visitors' management during the epidemic, it is recommended that the invitation should also include some additional instructions and guidelines.

To do so, contact your building manager, who will add the relevant information to your visitor's invitation.

IF YOU CAN, LIMIT INVITING YOUR VISITORS

Take advantage of video and teleconference meetings.

TAKE CARE OF YOUR SAFETY AND OTHERS!

This is extremely important, therefore follow these instructions and reduce the risk of coronavirus infection. Protect yourself and others from the disease.

Coronavirus COVID-19

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How to use the vehicle access control system to reduce the risk of coronavirus disease.

Dear Tenants,
For the sake of the health and safety of you and your tenants, visitors, suppliers, security staff, and other people in your facility, please read and apply the following recommendations. Please read the recommendations below and send them to your tenants. The recommendations are related to how to use the access control system and the installed Singu Smart Security Desk platform to minimize the risk of COVID-19 coronavirus infection.

How to reduce the risk of infection?

1. PREBOOKING – FOR THE ENTRIES OF GUESTS & SUPPLIERS

One of the ways to protect from coronavirus disease is to pre-registration of visitors or suppliers through the Singu platform (up to 30 days). Thanks to this:

✓ the barrier at the entrance will be automatically opened based on reading the vehicle registration number entered during the prebooking,

✓ direct contact with the security staff at the barrier will be eliminated.

How to do it in the system?

1. Log in to the **Singu** platform

2. Select the **Guestbook** module from the menu.

3. Click the blue **Prebooking** button.

If you do not have access to the Singu platform, and your company wants to prebook the entries of guests - please contact your building manager to send a prebooking link.
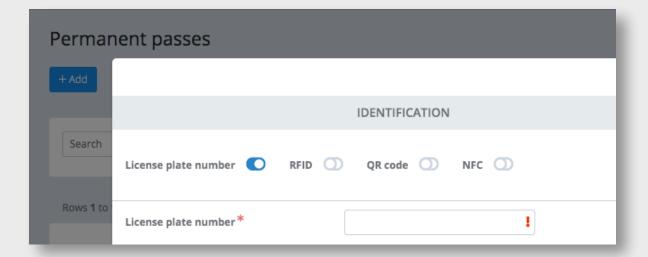
The second way of protection from COVID-19 infection is **permanent passes**. Permanent passes can be used in case of entries of employees and regular suppliers.

✓ As in the case of prebooking, permanent passes allow the vehicle to enter automatically by reading the license plate with an LPR camera.

✓ It is extremely important to add permanent passes based on the vehicle's registration number, instead of issuing them in the form of RFID labels/stickers. It allows the LPR cameras to read the license plate and to enter without any contact with the security staff.

How to do it in the system?

1. Log in to the **Singu** platform.

2. On the left side of the screen, select the **Permanent Pass** module.

3. Click the blue **"+ Add"** button.

4. Check the **"Registration number"** box (the other boxes must be unchecked) - **important!**

5. Enter the vehicle **registration number** to add a pass.

6. Click the **Save** button at the bottom of the screen.

Permanent passes

+ Add

Search

IDENTIFICATION

License plate number 🔵   RFID ⚪   QR code ⚪   NFC ⚪

Rows 1 to

License plate number *   [   ] !

TAKE CARE OF YOUR SAFETY AND OTHERS!

This is extremely important, therefore follow these instructions and reduce the risk of coronavirus infection. Use the prebooking feature and permanent passes to protect yourself and others from the disease.