

TISHMAN SPEYER



Returning to the Workplace

MAY 2020

Working Together to Keep Everyone Safe



Our commitment to you and your colleagues is at the core of what drives us. This crisis has been unprecedented and requires significant operational changes from all of us. In preparation for your safe return to the workplace, we have assembled internal and external experts to assess all aspects of our building operations. The outcome is a plan, requirements and recommendations for the next phase.

We will continue to evaluate this evolving situation and keep you informed of any changes to our protocols.

Together, these protocols are designed to protect our collective health and safety, and provide peace of mind to our community.

We are dedicated to supporting your well-being and want you to feel comfortable and confident about your return. Our goal, as we continue to monitor this dynamic situation closely, is to keep our community safe and informed.

For on-demand access to this document and further information, please visit FindYourZO.com or download the FindYourZO app.



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Transmission of COVID-19



CLOSE CONTACT WITH INFECTED PERSONS

- Individuals are infected by breathing in infectious droplets or by transferring droplets to mucous membranes (eyes, nose, mouth).
- The farther the distance between two individuals, the lower the likelihood of transmission.
- Effective mitigation measures include social distancing and face coverings.

CONTAMINATED SURFACES

- Individuals are infected by touching a contaminated surface and transferring viral particles to their mucous membranes (eyes, nose, mouth).
- Effective mitigation measures include washing hands, cleaning surfaces regularly and not touching the face.

SUSPENDED AEROSOL PARTICLES

- While this virus is extremely small (0.07 microns), like many other viruses, it is not airborne. It can only travel through air by adhering to small particles of water that exit from people's noses and mouths.
- Aerosolized droplets (or airborne viral particles) are not likely to land on us or our clothing. They are drawn into streamlines of airflow and are more likely to fall on the ground rather than land on us because as we move, we push air out of our way.

For more information, visit [CDC.GOV](https://www.cdc.gov) or your local governmental information resource.



How We Will Get Through This Together

Individual accountability and community cooperation are our best lines of defense to prevent the spread of this virus.

Thank you in advance for your support and cooperation.



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Community Measures for Sharing Our Workplace

As a community, it is our collective responsibility to be diligent about protecting our health and the health of those around us.

SOCIAL DISTANCING

Please maintain six feet of social distance at every opportunity.

FACE COVERINGS

Please wear a face covering in common areas, especially lobbies and elevators. Remember, some COVID-19 carriers are asymptomatic.



Personal Precautions

WELLNESS TIPS

- Stay home if you feel unwell.
- Cover your mouth and nose with the bend of your elbow if you cough or sneeze.

THINGS TO AVOID

- Touching your eyes, nose and mouth.
- Spaces and communities where the spread of the virus has been ongoing.
- Contact with people who have contracted COVID-19.
- Contact with travelers returning from impacted locations.

HANDWASHING

- Frequent handwashing is one of the most critical steps in illness prevention. Please wash your hands often and immediately after removing gloves, if you are wearing them.
- Wash your hands with soap and warm water for 20 seconds.
- If soap and water are not available, use an alcohol-based hand sanitizer containing 60%–95% alcohol.



How to Properly Wear a Face Covering

- 01 Make sure it fits snugly, but comfortably, against the side of your face. It must fully cover from the top of the nose to the bottom of the mouth.
- 02 It should be fastened with ties or ear loops and have multiple layers of fabric.



- 03 You should be able to breathe easily without restriction.
- 04 Reusable face coverings should be laundered regularly and should not lose their shape.

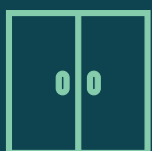
Workplace Guidelines



STAGGERING SCHEDULES

To limit crowding, we encourage your office to consider schedule changes:

- Rotate employee schedules to limit team exposure.
- Have employees arrive at the office at different times to avoid peak hours.



LOBBY ENTRY AND EXIT

We have implemented new measures for entering and exiting our buildings.

Common Areas

- Face coverings in all common areas are strongly recommended.

Touchless Experiences

- We will use building staff to open doors for our customers and visitors.
- Where possible, we will collapse revolving doors to avoid contact with door handles.

Designated Doors for Entry or Exit

- Doors will be identified with signage and building staff will be on hand to assist you.

One-Directional Travel

- To support social distancing, signage and floor markers will create one-directional travel, wherever possible, and eliminate cross-travel situations.



Elevator Queues

- Marked areas will be designated for elevator queues to maintain distance between people.

ELEVATOR SAFETY

- The number of people per elevator will be limited to no more than four.
- Building staff will direct groups inside the elevator and operate the buttons, wherever possible.
- Elevators equipped with Destination Dispatch will be programmed to support these protocols.
- Building staff will frequently clean controls and high-touch surfaces with EPA-approved disinfectant.
- Elevator cabs will be continuously ventilated while in use.

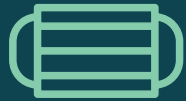


VISITORS

- Please preregister your visitors for efficient access to your office and kindly discourage them from arriving during peak traffic hours.
- Guest passes will now be administered through a touchless experience.



Workplace Guidelines Cont'd



BUILDING STAFF REQUIREMENTS

All building staff, contractors and vendors are required to wear face coverings and will have their temperature checked at designated entries, i.e., loading dock:

- Anyone registering a temperature above 100.4 °F/ 38°C will not be permitted to enter the building.
- We will manage queuing and provide appropriate signage to access and use freight cars.



SAFE STAIRWELL PRACTICES

- Current use of stairwell access will not change.
- To help ease elevator congestion, one stairwell will be dedicated to egress, where feasible.



COMMON FLOOR RESTROOMS

We are creating more touchless experiences in common floor restrooms. Our measures may include:

- Installing touchless faucets and soap dispensers.
- Push access doors to bypass the need for handles.
- Eco-friendly paper towels as an alternate to hand dryers.



AMENITIES

We are modifying our amenity spaces to provide you with a safe and healthy environment to work in and unwind.

- Lounges and common spaces will be cleaned more frequently with a focus on high-touch areas.
- In order to maintain social distancing, we will reduce occupancy as necessary.



PARKING GARAGES

- Parking facilities will expand to a self-park operation, where possible.
- Valet garages will be modified to a valet assist.
- Signage will be posted to assist you and your visitors.



BIKE PARKING

- We will expand bike parking, where possible, to accommodate additional users.



Workplace Guidelines Cont'd



ENHANCED CLEANING PROCEDURES

We have partnered with our janitorial service providers to implement new procedures and products to prevent the spread of COVID-19. These include:

- EPA-approved and CDC-recommended disinfectants for use against SARS-CoV-2 will be used on high-touch surfaces.
- Electrostatic automatic/manual sprayers will be used for consistent sanitation coverage.
- Staff will wear face coverings and gloves wherever possible.
- Additional training for staff among our community on cleaning best practices will be provided.



OUR RESPONSIBILITY TO YOU

If and when we are notified by our customers or service providers of a confirmed COVID-19 case with recent access to the building, we will notify all customers and on-site service providers. This notification will detail the last known date the individual was on-site.

Following a reported case, we will undertake deep-cleaning measures across impacted common areas to ensure a safe working environment.



INCREASED CLEANING AND DISINFECTION

- We are increasing the frequency of disinfection at building entrances, lobbies, common areas, conference centers, restrooms, elevators and other high-traffic areas.
- High-touch surfaces, such as door handles, railings, countertops and switches, will receive frequent cleaning.



Touch Point Cleaning

01

Bacteria and viruses can be transmitted from person to person through touch points.

02

Doors, handles, switches, call buttons and counters are common touch points.

03

Regular and consistent cleaning of these areas helps minimize colds, flu, etc.

04

Microfiber cloths and EPA-approved disinfectants will enhance the cleanliness of tenant spaces and common areas.



MINIMUM EFFICIENCY REPORTING VALUE (MERV) RATING CHART

LOWER ← EFFICIENCY → HIGHER



2 - 3

Basic filters that block debris and lint but cannot capture smaller particles.



5 - 6

Cotton and polyester paper filters that block small household dust and lint particles.



8 - 11

These filters can block microscopic particles like smoke, smog, pollen, mold spores and dust.



13 - 16

These filters are used in hospitals and high filtration environments to capture all microscopic particles.

Minimum Efficiency Reporting Value, commonly known as MERV, is a measurement scale designed by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) to report the effectiveness of air filters.



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Advanced Air Quality Technologies

These ASHRAE-recommended actions will be implemented where feasible:

- Increasing the amount of outside air.
- Upgrading filters to MERV 13+.
- Extending HVAC operating hours by one hour in the morning to help ensure the air within the building is flushed and replaced with fresh air before and after tenant arrival each day.

AIR QUALITY

- HVAC systems are responsible for filtering, distributing, recirculating and exhausting the air within the building.
- HVAC systems are the main point of control for treating indoor air quality within all buildings.
- Air is typically filtered at the air handling unit (AHU), but a variety of solutions can be implemented at multiple points throughout the system.
- Typical HVAC systems provide four to six air changes per hour within the building.

Advanced Technologies

We are currently exploring the following technologies:

Portable Air Filtration Units

- Supplemental filtration units increase the number of air changes possible in densely populated areas.

Variable Air Volume (VAV) Unit Bi-Polar Ionization

- Bi-polar ionization can potentially limit the spread of the virus via all three modes of transmission: people, surfaces and air.

Return Air UV Lighting

- UV lights can eliminate pathogens traveling in return air before being mixed and recirculated throughout the building.

Electrostatic Filtration

- Utilizes electric current combined with high-grade filters to provide highly effective filtration.

Activated Carbon Filters

- Used to trap chemical compounds in the air, such as odors and VOCs.

Sprayed Nanoparticles

- Consist of metal nanoparticles, typically copper and silver, known for their antimicrobial properties.

HEPA Filters

- High-efficiency particulate air (HEPA) filters are filters with more stringent standards than MERV.

Triethylene Glycol

- Triethylene glycol has been shown to be a highly effective disinfectant.

Photocatalysis

- Utilizes electrically charged gases and other compounds to absorb particulates onto the filter medium.





Water Systems

We continue to take extra precautions to keep our water safe. The following recommended actions will be carried out:

- Full cleaning of domestic water tanks.
- System-wide flush of all water-using fixtures and/or equipment.
- Toilets, storage/holding tanks, sinks, showers and drinking fountains to be flushed thoroughly and run with both hot (where applicable) and cold water for at least five minutes.
- Check, flush and replace all food service and beverage equipment filters and run all dishwashers.



Food Services

We are adding meal delivery pick-up locations and modified on-site food service operations with increased prepackaged foods.

ZO./RITUAL

In buildings with ZO./Ritual we now offer more delivery options, including:

Restaurant Pick-Up
Order with your colleagues and have one person do the pick-up.

More Food Delivery Outposts
New locations are under review for convenient on-site communal shelving units in common areas.

SWEETGREEN OUTPOST PROGRAM

Individual or group orders will be available for pick-up at existing outposts.

CATERING

We are developing building-specific catering packages for those looking to

place larger orders that can be delivered directly to their floor. We are partnering with nearby restaurant operators to consolidate options for convenience and safer deliveries.

FOOD TRUCKS

We are working with local food trucks as an alternate lunch option, where available, to expand your food options.

CAFETERIAS

We have modified our on-site cafeteria operations to ensure social distancing and hygiene protocols are easily met.

Modifications include:

- Reconfiguration of seating areas and traffic flows.
- Reduction of self-service stations.
- Increased prepackaged food options.

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Planning Ahead



Planning Ahead

FUTURE TECHNOLOGIES AND INNOVATIONS

As we continue to navigate workplace changes caused by COVID-19, we are exploring ways to provide more touchless experiences and safer environments within our properties.

UPGRADES TO VISITOR MANAGEMENT

A new visitor management system, where utilized, will be rolled out over the next year and will include:

- A more streamlined preregistration.
- QR codes embedded with rich content (maps, customized text, etc.) provided via email or text.
- Email response functionality to help manage guests' arrival experience.
- Streamlined mobile experience for recurring guests.
- The ability to check in with lobby concierge staff.



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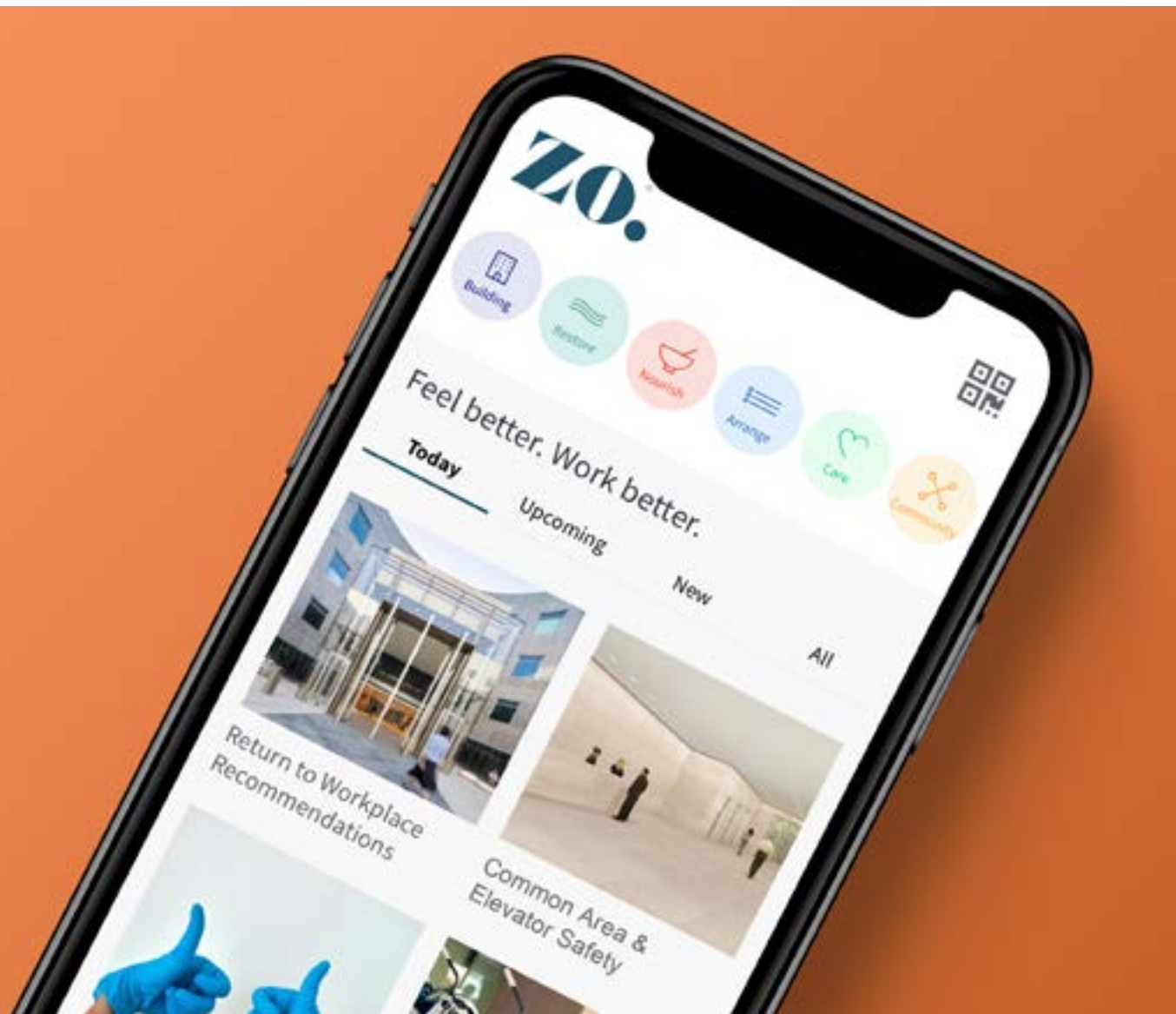
Planning Ahead Cont'd

OTHER OPPORTUNITIES FOR FUTURE BUILDING ENHANCEMENTS

- Destination Dispatch elevator systems can eliminate the need to touch buttons inside elevator cabs, and systems can be integrated with building access systems (e.g., turnstiles), automatically calling an elevator to an assigned floor when a building access card is swiped upon entry.
- Automatic doors for building entry, interior entrances to amenities, shared spaces, parking garage vestibules, restrooms and restroom stalls.
- Wave sensors can replace “Push to Exit” buttons for automatic doors.
- Access card readers can replace building keypads.



Welcome Back



For more information on how your company can use ZO., please reach out and we will quickly get you up and running. Or, simply sign up at FindYourZO.com to learn more.

As we return to our workplaces, we look forward to working together to make the transition as seamless as possible. There will be moments when we learn from our experience and when new guidelines are issued that may lead us to change protocols. We are committed to working with you to get ahead of these changes and managing them to create a happy workplace.

If you have not already, we encourage you and your colleagues to register on the ZO. website and download the app. This platform, which can be accessed through web, mobile app, email and push notifications, includes up-to-date access to building information and services.

The ZO. platform has customized content exclusive to facility leaders like you, and provides high-level building information and guidance for your peers in other departments.

Let us continue to work together to keep everyone safe and in good health.

We look forward to seeing you again.