



JEFFREY C. HINES  
President & CEO

# When You're Ready, We're Ready.

For more than six decades, Hines has demonstrated that what makes buildings successful is their ability to provide a healthy, productive environment in which businesses can achieve their goals. Founded by Gerald D. Hines, a mechanical engineer, the firm was among the first to adopt its own stringent Indoor Air Quality programs and has consistently been at the forefront of superior operations, leading in most certification programs globally. Hines recently announced a partnership with Well Living Lab, Delos and the Mayo Clinic to research cutting-edge tactics to reduce viral spread in the built environment.

With activities across five continents, including Asia, Hines' actions are informed by the progression of COVID-19 and its effects on property procedures. Through early activation of our Pandemic Preparedness Plan and global sharing of best practices, Hines leverages a robust, multifaceted playbook to operate each property based on its unique features and the needs of its tenants, but with overarching principles to promote the health and safety of tenants, workers and visitors including:

- **Enhanced disinfection protocols** overall, with tactics for **high-frequency touchpoints**
- Common area **social distancing strategies** supported by **graphic reminders to follow protocols**
- **New elevator procedures** to manage ingress and egress and **limit rider capacity**
- **PPE for all building employees** including protective masks
- Support of **personal hygiene** with readily available **hand sanitizer**
- Enhanced building-wide communication with **prompt case reporting** to tenant contacts
- Collaboration with tenants on **lease space best practices** and employee-specific strategies

As we embrace the new normal, the strength of our client relationships has never been more meaningful. We ask you to continue to bond in partnership with us, as we work together as a community to stop the spread of the virus: and germs in general. While this experience has been a wakeup call for society, we will emerge a safer world if we all work together on this journey.

Our teams around the world look forward to welcoming you back to the workplace.

*Jeff Hines*

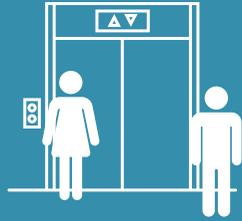
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# A Clean and Conscious Journey



## YOUR ARRIVAL

- If arriving by public transit remember to hand sanitize before you reach the building
- Utilize contact-less entry and proximity readers at garage entrances
- If masks are mandated, please secure your mask before entering the building
- In some cases, health screenings will be conducted
- Be mindful of social distancing guidelines in elevators, stairwells and pathways
- Use hands as little as possible when opening doors
- Security team members and building personnel will be wearing PPE for added protection
- Lobby furniture may be removed or reconfigured to support social distancing and limit common area congregation
- Pay attention to signage for important reminders



## TO YOUR FLOOR

- Utilize hand sanitizer stations in lobby areas
- Know that elevator call buttons will be disinfected on a frequent basis
- Follow reduced elevator occupancy guidelines and queuing etiquette
- Respect your building-specific protocol as noted on signage or directed by building staff
- Be patient if you experience delays but know you are supporting better health for all during this period
- Once you arrive on your floor, use hands as little as possible when opening doors



## IN YOUR OFFICE

- Know that enhanced cleaning protocols have been activated in your suite and restrooms
- Continue to wear masks if mandated
- Respect social distancing guidelines while navigating your suite with co-workers
- Utilize video conferencing to limit in-person meetings
- Adhere to new conference room seating limits and disinfect table and equipment after every meeting
- Respect your suite-specific protocols such as one-way traffic flows
- Be mindful of congregating in common areas, kitchens and collaborative spaces
- Limit visitors and guests if possible
- Clean your personal workspace with disinfectant wipes frequently



## DOING OUR PART

- Enhanced disinfection standards remain in place
- We maintain stringent air quality standards including cycling of fresh outside air through the building
- Signage and graphics are placed to assist in maintaining physical distance and pedestrian traffic direction
- Building staff will be wearing PPE and when possible we will manage service requests with no contact or during off-hours
- New case reporting and protocol activation will be promptly handled
- As always, we will stay partnered with our tenants, guests and vendors



## DOING YOUR PART

- Be mindful of your own and others' wellbeing
- If you have any symptoms, even mild, stay home
- Wash or sanitize your hands frequently
- Clean your immediate work area frequently
- Wear masks if mandated
- Be aware of your own and others' personal space
- Pay attention to signage and follow procedures
- Be kind and exercise empathy as we navigate this new normal together

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