

# A Clean and Conscious Journey

OUR RETURN TO BUILDING OCCUPANCY PLAN



# Hines

Hines skillfully manages more than 500 unique properties worldwide and each has a tailored plan of action with tenants, occupants and visitors in mind.

This is a consolidated outline of the comprehensive Hines Return to 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). Due to variances between countries in local regulations, infection rates and management structures, plans are modified to accommodate and comply. For updated information, visit [Hines.com/ready](https://www.hines.com/ready)

## To our Tenants, Clients and Partners around the world

Life today is quite different than many of us have ever known. The Coronavirus pandemic is a crisis felt the world over and we hope you and your loved ones are safe and healthy.

As a global real estate firm with more than 60 years of experience, Hines has successfully managed through a lot of ups and downs. The Coronavirus pandemic is perhaps the most challenging. The world has changed in unbelievable ways, and in a compressed timeframe unlike anything we have seen before. It tests our health, our humanity, our adaptability and our resilience as people—demanding an immediate refocus on the “right now,” alongside a parallel plan to be well-prepared and adaptable for the “after.”

As plans for reopening cities evolve, we are dynamically implementing our own detailed plans to welcome back a growing number of occupants in the weeks ahead.

Our expert management teams are tailoring procedures unique to each property, while also benefiting in real time from our colleagues across our managed portfolio of more than 500 properties around the world—including in Asia where our own offices reopened in April.

We remain steadfast in our commitment to promote the health and safety of our building occupants. We also understand the irreplaceable value of in-person collaboration and are working to help everyone feel more comfortable returning to the office...when you're ready, we're ready.

A handwritten signature in blue ink that reads "Jeff Hines". The signature is written in a cursive, flowing style.



While You  
Were Away



**W**e continued to care for our buildings and essential workers 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 each property's indoor air quality profile

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Operated all plumbing system fixtures to maintain water quality

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Strategically installed hand sanitizer stations throughout common areas

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Installed signage that provides social distancing guidance and/or instructions

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Continued to maintain Fire Life Safety procedures including planning for fire drills with social distancing measures in place



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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If arriving by public transit, remember to use hand sanitizer before you reach the building

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Utilize contactless entry and proximity readers at garage entrances

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If masks are mandated, please secure your mask before entering the building

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In some cases, property management will conduct health and temperature screenings

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Be mindful of social distancing guidelines in common areas, elevators, stairwells and pathways

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Use hands as little as possible when opening doors

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Security team members and building personnel will be wearing PPE for added protection

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Lobby furniture may be removed or reconfigured to support social distancing and limit common area congregation. Some amenities may be temporarily closed or reconfigured

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Pay attention to signage for important reminders

# Practice Social Distancing in Elevators



## LIMIT THE NUMBER OF PEOPLE

GETTING INTO EACH CAR AT THE  
SAME TIME TO AVOID CROWDING

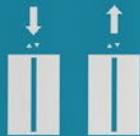
PEOPLE SHOULD CONSIDER ONLY



RIDING THE ELEVATOR  
WITH THEIR OWN PARTY,



TAKING THE STAIRS, OR



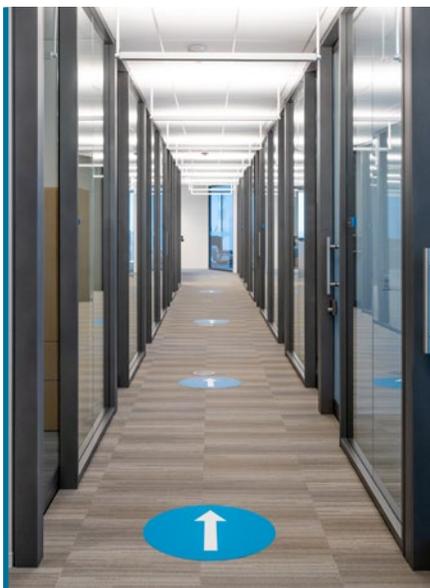
WAITING FOR THE  
NEXT ELEVATOR.

### Hines

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

# 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 to preventative actions that you can take to maintain a safe environment for yourself and those around you.

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Utilize hand sanitizer stations

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

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Follow reduced queuing etiquette and elevator occupancy guidelines

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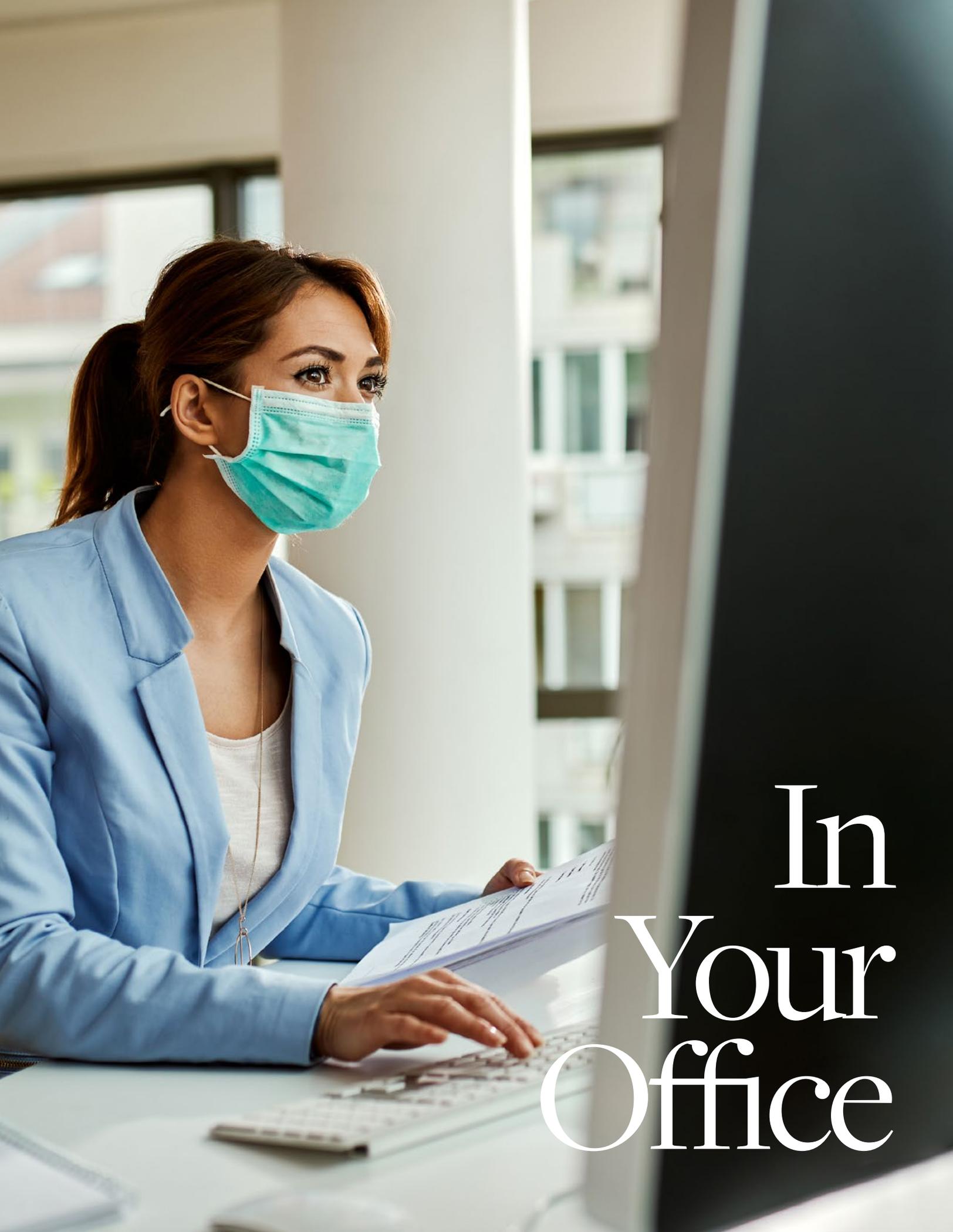
Respect your building-specific protocol as noted on signage or directed by building staff

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Be patient if you experience delays, but know you are supporting better health for all during this period

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Once you arrive on your floor, use hands as little as possible when opening doors



In  
Your  
Office



**E**ach of us can play a role in creating healthy, safe workspaces. As you return to your individual offices and work areas, consider the points below as we all navigate this new normal.

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Know that enhanced cleaning protocols have been activated on your floor, including restrooms

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Continue to wear masks, if mandated

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Respect social distancing guidelines while navigating your suite with co-workers

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Utilize video conferencing to limit in-person meetings

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Adhere to new conference room seating limits and disinfect table and equipment before and after every meeting

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Respect your suite-specific protocols such as one-way traffic flows

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Be mindful of congregating in common areas, kitchens and collaborative spaces

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Limit visitors and guests, if possible

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Clean your personal workspace with disinfecting wipes frequently



# Doing Our Part



**T**he health and well-being of our employees, tenants and partners is our top priority. We have implemented a number of building measures in Hines' buildings to promote your safe return. You will notice the following changes upon returning to the office:

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Enhanced disinfection standards remain in place

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Hand-sanitizer stations will be available at strategic touchpoints

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We maintain stringent air quality standards including increasing fresh outside air and exhaust throughout the building, which improves ventilation

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Signage and graphics are placed to assist in maintaining physical distance and pedestrian traffic direction

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Building staff will be wearing PPE and when possible, we will manage service requests with no contact or during off-hours

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Property management will continue to follow established case reporting and communication protocols

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When open, our conference centers, common areas, amenities and coworking space will operate at reduced capacities or with revised configurations to respect social distancing guidelines

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As always, we will stay closely partnered with our tenants, guests and vendors

In early February, we activated our comprehensive pandemic plan which we've had in place for more than 15 years and update regularly. We also began taking mitigation steps, including cleaning high-touch surfaces more frequently, and stocking up on personal protective equipment, hand sanitizer and EPA-approved disinfectants.

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.

Our janitorial teams, using Hines' industry-leading standards, are expanding 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.

Electrostatic disinfection is being implemented in high-traffic areas in many of our buildings. This innovative technology charges the molecules of a cleaning solution so that the solution wraps around and clings to entire surfaces, providing a 360-degree disinfection where it is applied.





## Security

Additional security staff will be placed in building lobbies to assist tenants on revised processes and flow as needed. Processes will vary by building.

## Delivery Services and Loading Dock

As appropriate, delivery vendors will resume regularly scheduled pickup and deliveries in accordance with the property's return to occupancy plan. If delivery employees are not in compliance with local and state recommendations for safety and PPE, they will be turned away.

## Parking / Valet

Parking attendants will observe social distancing, to the extent possible, and will wear PPE. Processes will vary by building and parking garage structure.



As always, your building team works diligently to provide meticulous service. Social distancing will be an ongoing practice used in an effort to prevent the spread of COVID-19 until a vaccine or treatment becomes available. Your building has taken increased measures to encourage safe practices. Additional precautions taken include but are not limited to the items below.



### Signage

Signage has been installed in and around Hines-managed buildings to help inform tenants and guests of safe distances and manage traffic flow. This could include visible reminders establishing distances, directives and pathways such as one-way routes around an area, or floor. Visitors may also encounter wellness checks and temperature screening upon entry. Our goal is to support a clean and conscious journey for anyone coming into a Hines-managed building.

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### Common Area Management

Initially, any areas of congregation will be temporarily closed such as large common areas or conference rooms.

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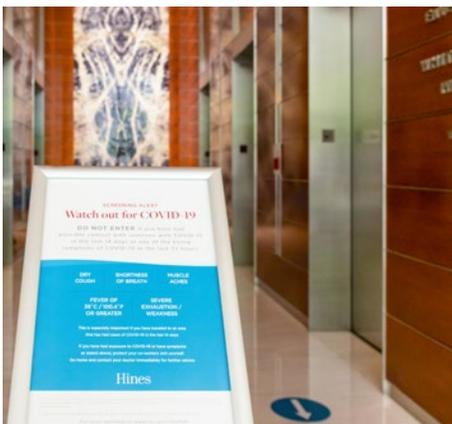
### Elevators

Security staff will limit number of occupants in elevators to comply with a four-person limit per elevator cab recommended by BOMA International. Processes will vary by building.

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### Restrooms

Restrooms will include signage, where applicable, are monitored frequently and will adhere to advanced cleaning guidelines.



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### Water and Plumbing

Water faucets, sinks, and toilets are run daily at a level that prevents microbiological growth and maintains water quality. Filtration on domestic water systems that Hines is responsible for will be changed. This includes coffee bars, ice makers, drinking fountains, etc. Currently, water filters are in good supply. However, it is expected that as buildings begin to re-occupy, filtration for domestic water systems may be in high demand.



## Ventilation

Buildings will increase air ventilation 48 hours prior to re-occupancy and reduce air recirculation. The building HVAC will operate continuously for a minimum of 24 hours, prior to re-occupancy, including outside air and exhaust.

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A minimum of MERV-11 rated filters are in place, unless circumstances dictate otherwise

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## Building Response to Tenant Requests

Social distancing will be maintained

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If feasible, comfort calls will be handled remotely. In person responses to tenant requests should occur only when necessary

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Building staff will avoid social interaction with tenants, business only

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Follow-up calls for tenant requests will be performed remotely

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If possible, any non-essential work will be performed after hours on tenant floors



Doing  
Your Part



**C**ollectively, these and other mitigations will have impact. However, we can't succeed alone. Everyone must do their own part to make the ecosystem work. We are encouraging a collaborative spirit of teamwork through all our properties and are providing resources and guidance for our tenants.

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Be mindful of your own and others' wellbeing

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If you have any symptoms, even mild, stay home

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Wash or sanitize your hands frequently

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Clean your immediate work area frequently

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Wear masks if mandated

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Be aware of your own and others' personal space

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Pay attention to signage and follow procedures

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Be kind and exercise empathy as we navigate this new normal together

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Do not shake hands. Instead, wave.

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Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.

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Do not touch your eyes, nose and mouth with unwashed hands

## The New Normal

After re-occupancy occurs, it will not be business as usual for the near future. A strong focus will be placed on access to the building, social distancing and routine disinfecting throughout the building. We must remember to exercise patience with one another during this time.



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Consider reoccupying the building in phases, particularly for large tenants. This will ease the load to onboarding new protocols such as social distancing.

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Continue to leverage working from home as a tool to manage work and the workforce if the job allows.

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When possible, have deliveries made by appointment only, or a variation thereof.

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Inform your vendors of any modifications to property access (i.e., enter or check in at loading dock) and let them know about any traffic flow modifications.

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Emphasize that employees must stay home if sick.

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Employees who arrive to work sick or become sick at work should be sent home immediately.

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Do not have in-person meetings when possible. Use alternative methods to communicate, such as bulletin boards, email, telephone and video conferences. In our own offices, we're providing disinfectant wipes around common areas like kitchens, conference and copy rooms.

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Do not gather in groups and avoid all nonessential interactions. Everyone should keep at least 6 feet between themselves and others.





## Looking Ahead

We've teamed up with The Well Living Lab, Delos and the Mayo Clinic in a collaboration to generate insights and evaluate technologies for reducing the risk of respiratory virus transmission in work environments. This could be a game changer, and we're proud to remain at the center of innovating the built environment.

From all of us at Hines around the world, including our investor partners, we want our tenants and clients and their employees and visitors to know that we are here for you.



# Hines' COVID-19 Response Team

Our response team consists of seven task forces. Additional industry working groups and workstreams inform the task forces' work, along with a network of other leaders across Hines and external experts who serve as important advisory consultants to our internal task force of experts.

## EXECUTIVE SPONSOR

**David LeVrier**  
Chief Administration Officer

## RESPONSE TEAM COORDINATOR

**Kathryn Scheckel**  
Office of the CEO

## Task Force Leadership

### PROPERTY OPERATIONS & TENANTS

**Clayton Ulrich**  
Global Sustainability Officer,  
Senior Vice President  
Corporate Operations and Engineering  
Service

### BUSINESS CONTINUITY & SUPPLY CHAIN

**Charlie Kuntz**  
Innovation Officer

### CONSTRUCTION & DEVELOPMENT PROJECTS

**Andy Trowbridge**  
Executive Vice President,  
Conceptual Construction

### INVESTORS / BUILDING OWNERS

**Frank Apollo**  
Senior Managing Director,  
Investor Relations

### COMMUNICATIONS

**George Lancaster**  
Senior Vice President,  
Corporate Communications

### HINES EMPLOYEES

**Stephanie Biernbaum**  
Chief People Officer  
**Jesse Carrillo**  
Chief Information Officer

### RETURN TO WORKPLACE TASK FORCE

Comprised of our cross-functional leaders represented in all other task forces.

## Working Group Leadership

### INDUSTRIAL / LOGISTICS

**Tom Griggs**  
Managing Director  
U.S. East Region

### LIVING / HOUSING

**Lisa Newton**  
Senior Vice President,  
Multifamily Operations

### OFFICE

**Doug Donovan**  
Senior Managing Director,  
Chief Risk Officer  
**Charlie Kuntz**  
Innovation Officer

### RETAIL

**Kenton McKeehan**  
Senior Managing Director,  
Retail Resources Group

### LENDERS

**Austin Drake**  
Managing Director,  
Debt Financing

### Other Workstreams

#### LEGAL

**Richard Heaton**  
Senior Vice President, Legal

#### RISK MANAGEMENT

**Selina Hinson**  
Vice President, Risk Management

#### TAX

**Tracie Allgood**  
Senior Vice President, Worldwide Tax

#### HUMANITARIAN RESPONSE

**Jesse Carrillo**  
Chief Information Officer  
**Paige Pitcher**  
Director, Innovation

[Hines.com/ready](https://hines.com/ready)