

Welcome Back

We look forward to see you again!

As you prepare to come back to work, we want to share the updated guidelines and frequently asked questions to ensure you are fully prepared for your return. Please know maintaining health and safety is our top priority as we get back to work.



**Access Badge
Required for Entry**



**Face Covering
Required for Entry**



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**Please contact Property Management with questions
PCC.Admin@hines.com | 925.734.8400**

**Pleasanton
CORPORATE Commons**



Hines

Pleasanton Corporate Commons
FREQUENTLY ASKED COVID-19 QUESTIONS (FAQs)

Do I have to wear a mask or face coverings?

Yes, we require that facial coverings or masks be worn in common areas of the building, consistent with the Governor's Executive Order and Alameda Public Health Order. Signage stating this requirement has been placed on each entry door. Common areas in the building include lobbies, elevators, restrooms, mailrooms, and stairwells.

How can I maintain social distance in the building?

There will be floor decals in lobbies indicating appropriate distances. Signage in the restrooms encourages maintaining your distance. Limit the number of people per elevator trip, use stairs when able.

What about access to the building? Can anyone walk in?

During the first phase of return to occupancy, we will continue to operate on after hour/weekend mode where access card is required for entry. We request tenants to meet their visitors, vendors and deliveries at the main lobby doors to allow access. This confirms the tenant allowed access while ensuring building guidelines for entry are met (face covering, social distancing, etc). As occupancy ramps up, we will adjust the schedule to open the lobby doors for entry during business hours and communicate the change with you.

Any modification to cleaning the common areas?

We continue to disinfect and sanitize high touchpoints in the lobby and common areas upwards of 5 times daily. High touch points include but not limited to door handles, elevators, restrooms, water fountains, and handrails. There is the option of enhanced cleaning if you would like to explore this prior to returning to the office. For pricing, please email us at PCC.Admin@hines.com .

Do we still have onsite Engineering?

We will continue to monitor building systems and maintain safety and comfort levels throughout. Our engineering staff, when working throughout the building, will wear personal protection equipment. Our engineering team is well versed in air flow, water flow, and safety measures. If you have any concerns, please enter an Aware work order ticket.

Any changes to how we use Elevators?

Consistent with Public health orders no more than four persons in each passenger elevator at one time. Note that janitorial staff will disinfect the elevators throughout the day.

What about my Visitors, Vendors, and Deliveries?

We request tenants meet their visitors and vendors at the main entry doors and ensure they are aware of and follow all Public Health Orders.

Will Property Management conduct any temperature screenings?

At this time, Hines will not conduct temperature screenings unless mandated by the City of Pleasanton, Alameda County or the State of California. The temperature checks or other health screenings will be

Pleasanton Corporate Commons
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responsibility of each tenant (*employer*) and not the building, following Pleasanton, County and California requirements. Hines Property Management will screen Property Management employees, building staff, but not tenants or their visitors of the building. However, this situation is very fluid and could change. We are prepared for all scenarios.

Can COVID-19 spread within a building through a building's ventilation system?

There is *very limited evidence* that COVID-19 spreads by inhalation of building air or that virus particles (droplet nuclei) recirculate in building air.

Should Air Handling Unit's supply air filter efficiency be increased or should the frequency of the filters being replaced be increased?

There is *very limited evidence* that COVID-19 is spread directly by base building HVAC systems. For this reason, no recommendation to increase the efficiency of filters or the frequency of replacement has been provided by Public Health Officials.

Should UV Lighting be used to kill COVID-19 virus as it passes through the HVAC System?

There is *very limited evidence* that UV-based air treatment systems effectively remove or deactivate COVID-19 (SARS-CoV-2) virions in HVAC air duct flows. For this reason, no recommendation has been made for use of UV.

Is it possible to test and determine that air supplied by an HVAC System is free of COVID-19 virus?

There are currently no routine tests to detect viable COVID-19 virus in building air.

What, if anything, should be done to maintain water quality and building domestic water systems during periods of low building occupancy?

During the period of low building occupancy, Hines Engineering has implemented a program of flushing of all domestic water lines and systems. The Engineering Department with assistance from the janitorial staff has been flushing lines since late March. ***As a precaution, it is recommended that tenants have all of their equipment that utilizes domestic water serviced, flushed out, and water filters changed out where applicable.***

Should the building ventilation rate be increased to limit the spread of COVID-19?

There is limited evidence that an increase in building ventilation rate above the prescribed ASHRAE Standard 62.1. Public Health Officials have not made any recommendations on increasing ventilation rates above ASHRAE standards.

Should there be a change in the minimum/maximum temperature/relative humidity set points to reduce the spread of COVID-19?

There is *limited, complex and inconsistent evidence* linking either air temperature and/or humidity with mortality rate or infectiousness of COVID-19. For this reason, no recommendation for altering building air temperature or relative humidity outside the range prescribed by ASHRAE Standards has been provided by Public Health Officials.

Pleasanton Corporate Commons
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Should internal surfaces of air ducts be cleaned to reduce the spread of COVID-19?

There is *significant evidence* indicating that the COVID-19 virus will not remain stable and viable for long periods on a surface like air ducts. For this reason, no recommendation for duct cleaning has been provided by Public Health Officials.

Should building air be flushed-out prior to re-occupancy to reduce the spread of COVID-19?

As for COVID-19 concerns, there is *very limited evidence* that COVID-19 spreads by inhalation of building air. Consistent with good Engineering practices Hines Engineering will operate the HVAC systems before planned re-occupancy of any of the PCC buildings.