



PLEASANTON CORPORATE COMMONS

Tenant Return to Occupancy Plan

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Welcome Back

Maintaining a safe and healthy workplace is a shared responsibility between you, your employees, visitors, customers and us. The PCC team has been tirelessly working behind the scenes to maintain building operations and develop customized plans in preparation for the increase in occupancy as local shelter in place orders are adjusted. We have summarized the most important and relevant elements in this packet for you to share with your teams.

While you may have your own 'return to work' guidelines in process, please consider that State and local guidelines can change frequently and in some cases the directives may conflict. PCC encourages all tenants and their guests to keep up-to-date on and comply with the most restrictive applicable orders. This guidance extends throughout the property including common areas, elevators, restrooms, etc. We ask that you continue to share your return to workplace plans with us to ensure our plans align. We appreciate and understand that these are challenging times, but we are confident that if we work closely together, we can provide a safer working environment.

In the weeks to come, we are likely to find ourselves making adjustments to adapt to changing conditions. As adjustments are made, notification will be sent to our tenant contacts via email and there will be a page dedicated to COVID related questions and building procedures located on our website at www.pleasantoncorp.com. Hines and Pleasanton Corporate Commons Ownership are proud to have you as a partner in this effort.

Doing Our Part

The health and well-being of our employees, tenants, and partners is our top priority. We have implemented few building measures to promote your safe return. You will notice the following upon returning to the office:

- Buildings will continue to operate under afterhours access during the initial phase of return and access card is required to enter the building. As occupancy ramps up, we will adjust the schedule to open the lobby doors for entry during business hours, and notification will be sent.
- Social distancing and pedestrian traffic improvements are in place, which include enhanced signage, reducing elevator occupancy, and modifying restroom entry doors to push the door open for entry instead of using a handle.
- We maintain stringent air quality standards meeting or exceeding all ASHRAE ventilation guidelines. MERV-13 rated filters are in place which removes 90% of particles 1.0-3.0 microns or greater. The HVAC system will be operated prior to occupancy to fully flush the buildings.
- Water faucets, sinks, and toilets are run daily to maintain water quality.



Doing Our Part continued



- Property Management will continue to follow established case reporting and communication protocols.
- Enhanced cleaning and disinfection standards remain in place:
 - Hand-sanitizer stations are available on the 1st floor lobby with additional stations to be added to other common areas soon.
 - In common areas, janitorial will continue disinfecting high touchpoint and high-traffic areas with EPA registered disinfectant during the day and at night including in lobbies, stairwells, elevators, restrooms, etc.
 - In tenant spaces, janitorial continues to nightly wipe down high-touch areas with EPA registered disinfectant including doorknobs, door handles, light switches, and break room touchpoints. Additional cleaning services may be requested and coordinated through the [Property Management team](#).

Vendor & Building Staff Protocol

- Building personnel will be screened for elevated temperatures daily and will be wearing PPE for added protection.
- Building personnel will be maintaining social distancing when responding to any building requests or calls.
 - In person responses to tenant requests should occur only when necessary.
 - Social interaction with tenants will be avoided, follow-up calls for tenant requests will be handled remotely.
 - When possible, any non-essential work will be performed after hours or by appointment only.
- The following changes will be in place for tenant vendors:
 - While buildings are operating under afterhours access, signage at building entries directs all deliveries to contact Security.
 - Food deliveries should be coordinated with your delivery driver, and if possible, please coordinate and meet the delivery driver in front of the building to help reduce the number of visitors inside the building.
 - All service providers will be required to follow rules and added measures within the building.
 - When possible, have deliveries made by appointment only, or a variation thereof.



Your Return



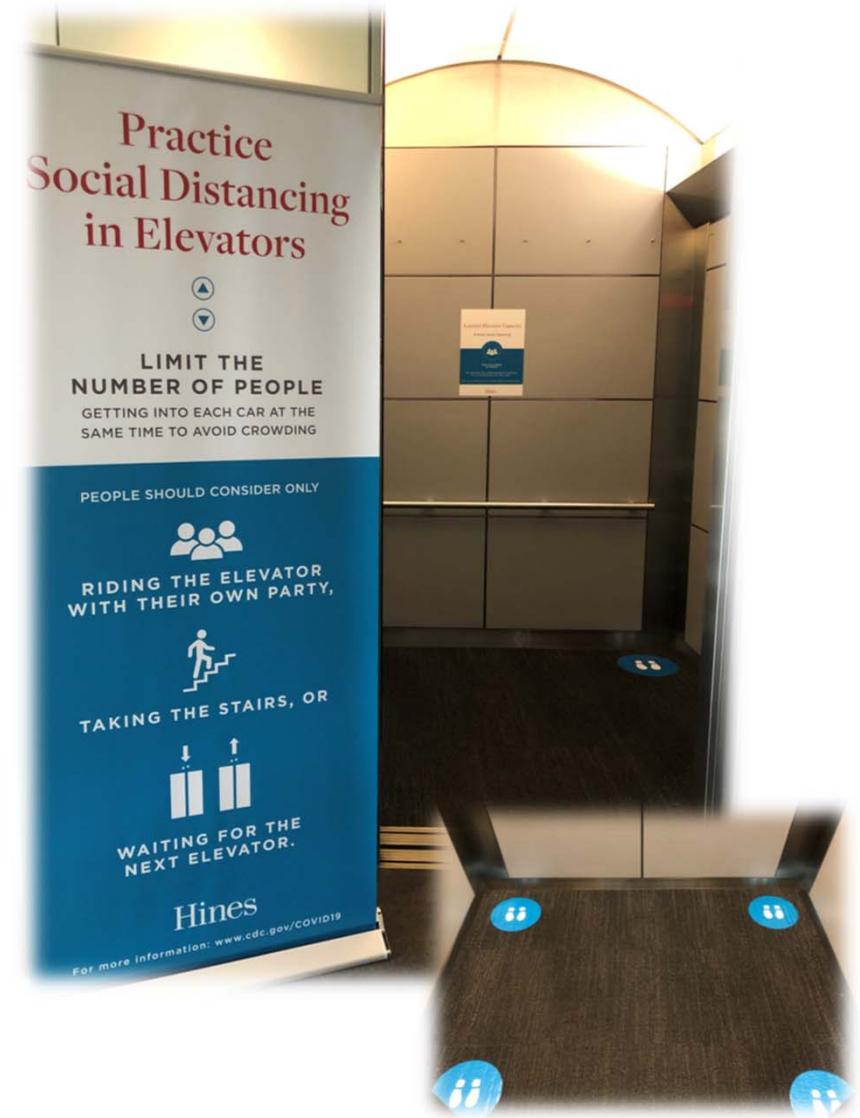
As you return to your space and gradually adjust to daily activities, approach your re-entry with a heightened sense of observation to preventative actions that you can take to maintain a safe environment for yourself and those around you.

- Comply with County required self health screenings before arriving at the property. If you have any symptoms, even mild, stay home to avoid risking exposure to coworkers.
- Face Coverings are mandated in Alameda County, therefore please secure your face covering before entering the building.
- If arriving by public transit, remember to use hand sanitizer before or right after you enter the building.
- Pay attention to signage for important reminders.

Your Arrival

- Building entry signage indicates no entry if any COVID-19 symptoms are present
- Temperature checks or other health screenings will be the responsibility of each tenant, in accordance with County and California requirements.
- Be mindful of social distancing guidelines in common areas, elevators and restrooms.
- Face covering is required in all building common areas (lobbies, restrooms, elevators, and stairwells).
- Floor decals in the elevator lobbies indicate social distancing for end users queuing up for the elevators.
- Elevator occupancy has been limited to 4 per trip. Per Country guidelines, users are required to wear face coverings while riding in elevator.
- Consider staggered work schedules or shifts to help reduce 'rush hour' congestion.

Your cooperation and patience is greatly appreciated as we work through this together.



Doing Your Part In This New Normal



After re-occupancy occurs, we will work through a new definition of 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. Collectively, these and other mitigations will have impact. However, we can't succeed alone. Everyone must do their own part to make the ecosystem work.

- Consider reoccupying the building in phases to ease the load to onboarding new protocols such as social distancing.
- Continue to leverage working from home as a tool to manage work and the workforce if the job allows.
- Inform your vendors to modifications for property access.
- Be mindful of congregating in common areas, kitchens and collaborative spaces.
- Everyone should keep at least 6 feet between themselves and others (consider one-way traffic flows in the office).
- Avoid in-person meetings when possible and limit visitors/guests.
- Please notify Building Management if you are aware of onsite exposure to a confirmed COVID-19 case.

Doing Your Part continued

- The following guidelines should be encouraged with all employees:
 - Stay home if sick. If an employee has symptoms, even mild, they should stay home. Temperature checks or other health screenings will be the responsibility of each tenant, in accordance with the City of Pleasanton, County and California requirements.
 - Follow all face covering requirements.
 - Clean your immediate work area frequently.
 - Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
 - 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.
 - Reduce high touch points
 - Remove lids from bins.
 - Pull bins out in front of enclosed cabinets.

Be kind

