

# University Circle

## Tenant Handbook



# INTRODUCTION

---

On behalf of Columbia Property Trust, we would like to welcome you to University Circle. We are thrilled that you have chosen our property for your office workplace, and we look forward to a long-lasting and successful relationship.

This Tenant Handbook has been developed to provide you and your team with a convenient reference guide for commonly asked questions about the operations, procedures, and policies at University Circle. From time to time, the Property Management Team may issue new or revised material for you to include with this information.

Many sections in this Handbook reference forms that should be completed by each tenant company and provided to the Property Management Office. For your easy reference, we have included a complete set of these forms at the end of this Handbook. You may also access this Handbook, as well as pertinent electronic forms, digitally by visiting the property website at [www.university-circle.com/tenant-resources](http://www.university-circle.com/tenant-resources).

Additionally, we have included property emergency procedures in this Handbook for easy reference. Please note that the emergency procedures are of critical importance, so we encourage you to share this information with every employee in your office.

If you have additional questions or concerns, please feel free to contact the Property Management Office at 650-324-2222. Your tenancy makes our jobs possible, and it is our pleasure to assist you.

Last Updated	August 2022
Owner	Jake Arnet <a href="mailto:jake.arnet@columbia.reit">Jake.arnet@columbia.reit</a> 650-324-2222

Introduction .....	2
Property Management Office Info & Digital Resources .....	5
Your Property Management Team .....	5
Emergency Phone Numbers .....	6
Hours of Operation.....	7
Property Website .....	7
Columbia Gateway App .....	8
Amenities .....	9
Bicycle Rooms/Racks .....	9
Building Technology.....	9
Circle Area .....	11
Electric Vehicle Charging Stations .....	11
Lost & Found.....	11
Mail Services & Deliveries .....	11
Parking Lot/Garage.....	12
Security Escort Service.....	12
Shuttle Service .....	13
Building Systems & Operations .....	14
Building Access.....	14
Building Security .....	15
Work Order System Overview / Service Requests .....	15
Heating, Ventilation, & Air Conditioning (HVAC) Systems.....	18
Indoor Air Quality (IAQ) .....	18
Janitorial Services.....	19
Garbage & Recycling Policies & Procedures .....	20
Pest Control Service .....	20
Elevators (Freight/Passenger).....	21
Stairs .....	22
Deliveries .....	22
Signage .....	22
Building Policies & Procedures.....	23
Tenant Alteration & Construction Guidelines .....	23
Vendor Rules & Regulations .....	25

Prohibited Items & Behavior .....	26
Emergency Preparedness & Procedures .....	28
Life Safety Equipment.....	28
Utility Shut Off .....	30
Emergency Action Plan .....	30
Medical Emergency Procedure .....	35
Bomb Threats/Explosions/Suspicious Packages.....	35
Terrorist Attacks/Homeland Security.....	36
Civil Unrest/Disturbances .....	41
Power Failures .....	42
Severe Weather .....	43
Floods.....	44
Earthquakes .....	45
Active Shooter.....	46
Pandemic Response.....	46
Sustainability & Social Impact at your building .....	49
Sustainability, Energy Conservation & Green Services.....	49
Social Programs.....	52

# PROPERTY MANAGEMENT OFFICE INFO & DIGITAL RESOURCES

---

## YOUR PROPERTY MANAGEMENT TEAM

At Columbia Property Trust, we strive to design every detail of our buildings to enhance your workday and foster productivity for you and your team, including our carefully cultivated onsite property management team. They provide both a familiar face to welcome you to your building each day and a highly competent operational team, prepared to respond to your engineering, accounting, and other needs, whether day-to-day or long-term.

We invite you to get to know your property management team listed below. Our goal is to anticipate your workplace needs and exceed your expectations, and please never hesitate to let us know how we can serve you better.

### Management Office

P 650-324-2222

The Property Management Office is open Monday through Friday, 8:30 AM to 5:00 PM, excluding holidays, and is located at 1900 University Avenue on the First Floor in Suite 106.

### Property Management Team Members

**Michelle L. Goudeaux**, Director

P 650-324-2222 E [michelle.goudeaux@columbia.reit](mailto:michelle.goudeaux@columbia.reit)

**Jake Arnet**, Property Administrator

P 650-324-2222 E [jake.arnet@columbia.reit](mailto:jake.arnet@columbia.reit)

### Security

P 650-321-6361

### Engineering

P 650-324-2222

## Other Building Staff

**Jim Palmisano**, Chief Engineer  
P 650-324-2222 E [jim.palmisano2@abm.com](mailto:jim.palmisano2@abm.com)

**Mahesh Chand**, Security Manager  
P 650-321-6361 E [Mahesh.Chand@aus.com](mailto:Mahesh.Chand@aus.com)

## EMERGENCY PHONE NUMBERS

For all life-threatening emergencies dial 911

### Menlo Park Fire Department

2290 University Avenue, East Palo Alto, CA 94303

Non-Emergency: 650-363-4963

### Police Department

141 Demeter Street, East Palo Alto, CA 94303

Non-Emergency: 650-321-1112

Stanford Medicine

291 Campus Drive, Stanford, CA 94305

650-723-4000

### Poison Control

800-222-1222

### Building Security

Security Control Room Landline: 650-838-9700

# HOURS OF OPERATION

## Building Hours

University Circle provides access to tenants and their employees 24-hours per day, 7-days per week via keycard access. Regular building hours are 7:00 AM - 6:00 PM Monday through Friday. All entrances to the building will be locked from 6:00 PM - 7:00 AM daily; however, the property is staffed with security guards 24/7, should you need assistance with access.

## Building Holidays

The holidays listed below are recognized annually. On these dates, the Property Management Office will be closed, the building entrances will be locked (although access is still available via building access cards), and janitorial and engineering services will be unavailable. Heating and cooling are lowered to the after-hours levels.

Should you require HVAC, Security, Engineering or Janitorial services on any of the following holidays, after business hours, or on a weekend, please schedule with the Property Management Office with at least 48-hours' notice.

### HOLIDAYS

- New Year's Day (January 1<sup>st</sup>)
- MLK Jr. Day (3<sup>rd</sup> Monday in January)
- Presidents' Day (3<sup>rd</sup> Monday in February)
- Memorial Day (Last Monday in May)
- Juneteenth (June 19<sup>th</sup>)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (1<sup>st</sup> Monday in September)
- Thanksgiving (4<sup>th</sup> Thursday and Friday in November)
- Christmas Eve and Day (December 24<sup>th</sup> and 25<sup>th</sup>)

If your company or office recognizes any additional holiday(s) or planned closure(s) not listed above, please inform your Property Management Team of the specific date(s), so that we may ensure services are adjusted accordingly.

## PROPERTY WEBSITE

The website for University Circle is: [www.university-circle.com](http://www.university-circle.com). Here you will find information about the building, onsite and neighborhood amenities, contact and leasing information, access to the Work Order System, and a digital copy of this handbook.

## COLUMBIA GATEWAY APP

As a tenant in a Columbia-managed building, you and your team have exclusive access to Columbia Gateway, a mobile app designed to help everyone who works at your building get more out of their workspace.

Columbia Gateway offers you an array of benefits:

- Important building updates, communications, and forms
- Seamless access to your building's amenities and programs
- Exclusive perks and specials at great eateries and shops, both nearby and online
- Fitness resources and recipes to keep you motivated
- Workday inspiration, weekly trivia, raffles, and more...

We invite you to download the Columbia Gateway app today, available in the Apple and Android app stores! Be sure to sign-up using your work email address. If you should have any questions or issues accessing the app, please let your Property Management Team know.



# AMENITIES

---

To complement your workday, we strive to provide a mix of convenient services, programs, and amenities that foster a thriving, connected community at your building, one that reflects the unique personality of your company and colleagues, as well as the surrounding neighborhood. We are pleased to provide you and your team with onsite services and amenities, which you can access and utilize as follows.

## BICYCLE ROOMS/RACKS

A card access-controlled bicycle storage room with a capacity for up to 12 bicycles and a pump/tool station is located in the garage for each building. There is no charge for use of the bike racks, but bicycle parking is first-come, first-served.

All tenants wishing to use the bicycle room are required to request bicycle cage access with the Property Management Office and complete the Bicycle Access form before card access will be granted.

Bicyclists are directed to enter the garage through the parking entrances. When exiting the garage, bicyclists may exit via the pedestrian exit doors adjacent to the vehicle exit gates. Please use caution and walk all bikes up and down the garage ramp.

***As a reminder, bicycles are not allowed into building lobbies, tenant spaces, or in passenger elevators.***

## BUILDING TECHNOLOGY

### WiredScore Certification

At Columbia, we rate our buildings through WiredScore, an international digital connectivity rating platform for commercial real estate that champions cutting-edge technology in office buildings. Certification through the WiredScore program provides you with the reassurance that your building can meet your team's technology needs and gives you an easy resource to find the technology providers and points of access available at your building.

University Circle is Wired Certified Gold.

**Wired Certified Gold** means a building provides you with access to multiple high-quality internet service providers and a variety of cabling types, including fiber. The infrastructure

measures in place ensure connectivity sources are protected, redundant, and prepared to meet your current and future connectivity needs.

On our property website, [www.university-circle.com/amenities](http://www.university-circle.com/amenities), you will find an overview fact sheet of the connectivity and digital infrastructure features of the building. Available carriers are listed in case you are looking for a new or secondary internet connection.

Because your building is WiredScore Certified, you also have access to WiredScore Connect. This complimentary concierge service is designed to help any tenant get quickly and easily set up with the internet service providers in their building, and compare service and pricing available to find the best alignment with your company's specific needs.

For direct assistance from WiredScore's highly knowledgeable team, call 646-869-6000 or email [wsconnect@wiredscore.com](mailto:wsconnect@wiredscore.com), or visit [wiredscore.com/wiredscore-connect/](http://wiredscore.com/wiredscore-connect/) to learn more.

## Telecom & Data Providers

AT&T and Comcast both provide physical cable into the buildings.

Many other services may be brought into the building via one of the carriers with a physical presence. Tenants seeking additional or alternative services should contact the desired provider and notify the Property Management Office.

More details about the available services can be found on our WiredScore Fact Sheet, available at [www.university-circle.com/amenities](http://www.university-circle.com/amenities).

## Telephone Closets

Montgomery Technologies is the Property's Riser Manager, which will work with you and your service providers to arrange and approve access into the riser (telephone) closets and the MPOE. If you or your service providers need access into these spaces, please contact Montgomery Technologies Service Center at 844-824-0100.

Before any contractor may check out a key to a riser closet, they must first have clearance from our riser manager and present a valid certificate of insurance to the Property Management Office.

## CIRCLE AREA

The Circle Area in the center of the campus serves as an open pavilion where your employees may congregate and get work done. The Circle Area is open to Tenants and Tenant Visitors.

This communal area includes TVs, WiFi, Audio/Visual capabilities, sheltered grounds, fireplace, fountains, tables, lounge chairs, and open space to enjoy a peaceful afternoon.

If you would like to reserve the Circle Area for a private event, please contact the Property Management Office for additional information.

## ELECTRIC VEHICLE CHARGING STATIONS

There are 6 Electric Vehicle Charging Station (EVCS) located in the parking garage. They are managed through Blink Charging. A Blink account is required for use, and Blink EV charging cards are available at the Property Management Office.

## LOST & FOUND

The Lost & Found is located in the Property Management Office and is available to visit during normal business hours. Please be prepared to have supporting documentation/evidence to claim your item(s).

If you believe you have found an item that may have been lost by another Tenant or Visitor, please bring it to the Lobby Desk or the Property Management Office for safe keeping. Please include the location of where the item was found, as well date/time if possible.

If you believe you have lost an item, please contact the Property Management Office to report the missing item, and we will try our best to help recover the missing item(s).

## MAIL SERVICES & DELIVERIES

### **Incoming Mail**

Regular U.S. mail is delivered directly to your assigned mailbox. The mailroom is located in the Building 1900 Lobby. For questions relating to delivered material or delivery times, call the Post Office directly. The Postal Station numbers for service to this area are 650-321-1423 or 1-800-ASK-USPS.

All incoming mail should be addressed as follows:

Tenant Name  
Street Address & Tenant Suite Number  
City, State and Zip

Please notify all client and other business associates of your proper mailing address.

Security does not accept or sign for tenant packages. Additionally, Property Management does not keep track of inbound and outbound packages. If a package is marked as delivered and is not found in the mailroom or tenant suite, please reach out to the freight company the parcel was shipped through.

### **Outgoing Mail**

An outgoing mail depository is located in the Building 1900 Lobby. The Post Office offers one morning pick up and one afternoon pickup, based on route scheduling of the postal service.

The nearest Post Office is located at 1765 E Bayshore Rd Ste E, East Palo Alto, CA 94303.

### **Express Mail Services**

There is one FedEx drop box and one UPS box located in the 1900 Building Lobby, located in the corridor behind the elevators. Both are serviced Monday through Friday at 4:00PM.

## **PARKING LOT/GARAGE**

The Parking Lot/Garage is managed by University Circle and its security team. The Parking Lot is available to permitted Tenant employees, visitors, vendors, clients, and/or guests during business hours. The Parking Garage is available to permitted Tenant employees, with overnight parking available when requested with Property Management. Access is granted by Card Key.

Please reach out to the University Circle Property Management team to register employee vehicles for lot/garage access.

Please keep in mind when using the Parking Lot/Garage:

- Speed limit is 5 miles per hour
- Be conscious of other Tenants and Visitors
- Obey all posted signs

In order to access the Parking Lot/Garage, users must submit a completed Employee Access Form to the Property Management Office.

## **SECURITY ESCORT SERVICE**

To ensure all Tenants' safety, Security Escort Services to the Parking Lot are available upon request. This service may be arranged by contacting the Property Management office, or University Circle Security after business hours at 650-321-6361.

Please reach out to the Property Management Office with any questions.

## SHUTTLE SERVICE

University Circle offers a Shuttle Service for your commuting convenience on a daily basis, Monday through Friday (excluding Building Holidays) during normal morning and evening rush hours, as well as a flexible lunch service to local restaurants/commercial centers as requested by commuters. The University Circle Shuttle Service provides Tenants with a ride to and from The Palo Alto Caltrain Station located at 95 University Avenue, Palo Alto, CA 94301. For more information on Caltrain, scheduling, or transit connections, visit the Caltrain website at [www.caltrain.com/station/paloalto](http://www.caltrain.com/station/paloalto).

Updates about the Shuttle Service can be found on the Columbia Gateway App.

# BUILDING SYSTEMS & OPERATIONS

---

## BUILDING ACCESS

University Circle features an electronic perimeter access control system monitored by Emcore. Outside business hours, tenants have access to the garage(s) and building entrances through the access control system.

### Building Hours & After Hours

The exterior doors to the building are open from 7:00 AM to 6:00 PM Monday through Friday, after which time the building is automatically locked by the computerized building access system. The building will also be locked during building-recognized holidays.

### Access Card System

Upon your move-in, access cards will be issued which provide building entry after hours.

The following guidelines and rules should be followed for building access cards:

1. Should you require additional or replacement cards, please submit a work order in Building Engines. There will be a \$25.00 fee for any replaced access cards.
2. All employees should be instructed not to lend their card to others and to keep the card in a safe place.
3. Should an employee be terminated or leave the company and not return their card, please promptly complete a work order with the name of the person and the card number so that we may deactivate the card.
4. Although the system has a record of card numbers and holders, we strongly recommend that each tenant maintain a record of employee names and card numbers for your files.
5. Upon move-out, all access cards must be immediately turned in to the Management Office.
6. To enable additional access for bicycle and/or garage use, please have your employees complete the Employee Access Form and submit to University Circle Property Management.

Your building may be equipped to allow mobile credentials at building access points. Please contact the Property Management Office to inquire about this feature.

# BUILDING SECURITY

## Hours & Contacts

Security services at University Circle are provided 24 hours a day, seven days a week. Security officers assist visitors, monitor access, and prevent solicitors from entering the campus grounds. Building entrances are secured after business hours and unlocked between 7:00 AM to 6:00 PM Monday through Friday.

You may call the lobby security office directly at 650-321-6361. You may also contact the Property Management Office at 650-324-2222 to provide a radio dispatch.

## Moving, Delivery, and Service Provider Requirements

Tenants are required to notify and schedule moves/deliveries with the University Circle Property Management Office. Please contact the Property Management Office for details and scheduling. For more information, please see the Moving, Delivery, and Service Provider Requirements form on the website at [www.university-circle.com/tenant-resources](http://www.university-circle.com/tenant-resources).

# WORK ORDER SYSTEM OVERVIEW / SERVICE REQUESTS

University Circle uses the Building Engines work order system, which allows tenants to submit work orders and notify the University Circle team of tenant requests. Building Engines immediately alerts the Property Management Office to an issue and is the preferred way to receive maintenance requests. Building Engines can also be conveniently accessed through Columbia Gateway mobile app.

## Tenant Administrator

Each Tenant is responsible for designating at least two Tenant Administrators to authorize certain types of activities on behalf of the Tenant, including work orders.

Your Tenant Administrators are empowered to determine the following for your firm:

- Persons who will be granted after-hours access to the Building
- Lock changes and/or the ordering of additional keys
- Authorization for improvement work that is billable to the Tenant
- Persons who should be notified in case of an emergency
- Persons who will comprise your emergency life-safety team

If your designated Tenant Administrator should change, please contact the Property Management Office immediately to ensure that we have up-to-date records.

All Tenant Administrators will have access to Building Engines, which will make it possible to track service requests; however, feel free to call the Property Management Office for any situations that require immediate attention.

## Service Requests

Your Property Management Team is dedicated to servicing the needs of each tenant. We encourage you to share your questions, comments, concerns, and complaints with our team, so that we can best respond to ensure we maintain our standard of exceptional service.

As a reminder, the Property Management Office is open 8:30 AM until 5:00 PM, Monday through Friday, excluding holidays. After hours and on weekends, on-site security can be reached at 650-321-6361. In the event of an emergency, a member of the Property Management or Engineering teams can be reached after hours through on-site security.

### **How to report a building problem/request (of any nature):**

1. Report the problem/request to your in-house Tenant Administrator
2. Tenant Administrator submits a request via Building Engines and follows up with a call to the Property Management Office
3. Identify the nature of problem/request, i.e., “office too hot/cold, light out, toilet overflow, needs special cleaning”
4. Identify location of problem/request, e.g., “18th Floor, Keith Hyde’s office, Northwest corner”, always report the name of the person experiencing the problem so that we can follow up with that person
5. Indicate the priority level of the request

The Property Management Team logs all calls and dispatches them to the appropriate party (engineering, cleaning, etc.).

## Maintenance Request Priority Levels

All problems/requests are handled on a priority basis and will be responded to as quickly as possible. For any situations that require our immediate attention, please also contact the Property Management Office.

### **Priority Levels:**

- **Priority 3:** Immediate concern for safety and integrity of staff and items in your area.



- **Priority 2:** Zero concern for safety of staff and some concern for integrity and items and your area.
- **Priority 1:** Zero concern for safety of staff or integrity of your area but would like attention of building staff as soon as someone becomes available.

Routine service requests include:

- Lock and key requests (must be coordinated by the building)
- Lighting requests (bulb out....)
- Plumbing requests
- Temperature/HVAC requests (too hot or too cold...)
- Electrical problems
- Mechanical problems
- Daytime janitorial “clean-ups”
- Restroom supply requests
- Telephone Closet/Electrical Closet Access

Please note, building personnel are not authorized to repair any personal property items including furniture, equipment, etc. The response time for common requests will be responded to as soon as possible but may take up to 24 hours depending on building activities.

## Special Requests

From time-to-time, tenants may require additional services not provided for in their lease agreement. Should you require this type of service, our staff would be happy to assist you for a fee. Jobs scheduled after normal business hours will be charged at an overtime rate. Please contact the Property Management Office for current pricing for these services.

Tenants may also require special services including minor remodeling or other construction work. Such alterations require approval by the Property Management Team prior to work commencement. Should you require an outside contractor, the Property Management Team will be happy to provide you with a list of approved contractors. Tenants with specific questions regarding alteration work should consult their Lease to familiarize themselves with applicable terms and conditions and contact the Property Management Office for assistance.

# HEATING, VENTILATION, & AIR CONDITIONING (HVAC) SYSTEMS

## Hours of Operation

HVAC services are provided Monday through Friday from 7:00 AM to 6:00 PM.

## After-Hours Request

After-hours HVAC service can be made available at the Tenant's expense; however, please keep the following information in mind:

- To provide after-hours HVAC services, engineering labor must be scheduled in advance. To make sure that an engineer is available to provide requested services, please submit your request through the Columbia Tenant Work Order System at least 48 hours in advance.
- Invoices for after - hours HVAC service will be sent to your firm following the date of service based upon the rated defined within your Lease.

## Personal Heaters

As a reminder, personal heaters of any kind are not permitted anywhere in the building.

## INDOOR AIR QUALITY (IAQ)

Indoor environmental quality is a critical component of healthy buildings. Numerous studies have confirmed the effect of the indoor environment on the health and productivity of building occupants. Ventilation, thermal comfort, air quality, and access to daylight and views are all factors which play a role in determining indoor environmental quality.

Your building's base systems, building common areas, and individual elevator cabs have been equipped with the latest bipolar ionization (BPI) technology. BPI is an air purification system that restores clean air to indoor space by safely emitting both positively and negatively charged particulates that attach to and deactivate harmful substances like bacteria, allergens, smoke, mold, and viruses.

We regularly test the IAQ of your building to ensure our efforts are achieving an optimal indoor environmental quality for you and your team. For more information on your building's IAQ, please contact your Property Management Team.

## JANITORIAL SERVICES

Common areas are maintained by the Building Janitorial team. Night cleaning is provided as per the scope of work defined in your company's Lease. Additional porter services are available on request. Invoices for additional service will be sent to your firm following the date of service based upon the current rates.

### Porter Hours & Services

Day porters are on duty Monday through Friday from 8:00 AM to 4:00 PM to keep the lobbies, corridors, restrooms and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please submit a work order through Building Engines, call our office, or email Property Management, so that we may immediately dispatch a day porter.

### Dumpster/Bin Request

For the removal of large amounts of paper, cardboard, and any other paper related recyclables, please request a plastic bin. All tenant requests for bins must be completed via Building Engines.

### Night Cleaning

Nightly janitorial services are provided Monday through Friday evenings. Routine cleaning includes dusting, vacuuming, emptying wastebaskets and damp-mopping your kitchen area. In addition, all restrooms and common areas are cleaned and stocked each night. Additional cleaning services are provided on a monthly, quarterly, and annual basis. If you discover that an area in your suite has been overlooked, please advise the Management Office so that we can ensure better service for you in the future.

As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away.

Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives, or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment.

## Green Cleaning Policies & Products

University Circle has a green cleaning policy and plan in place focused on reducing the overall impact of cleaning on health and the environment through a variety of measures, including the use of low-environmental impact cleaning products. For details, please see “Our Green Cleaning Policy” in this Handbook under “Sustainability, Energy Conservation, and Green Services.”

## Window Cleaning

Exterior and Interior window cleaning is performed regularly. The Property Management Team will notify all Tenants in advance of the date(s) on which the window cleanings will occur. To protect your office and team’s belongings, we ask that all personal property, boxes, and equipment be moved away from the windows prior to when the window cleaning begins.

## GARBAGE & RECYCLING POLICIES & PROCEDURES

### E-Waste

The city does not permit any electronic waste in the regular trash flow. Electronic waste includes computers, printers, copiers, telephones, remote controls, etc. An outside vendor must be contacted to pick up e-waste. The Property Management Office can provide contact information for e-waste vendors. Property Management also hosts an e-waste pickup event for all tenants quarterly. Tenants will be able to drop off e-waste at the garage during this event.

## PEST CONTROL SERVICE

University Circle manages indoor pests in a way that protects human health and the surrounding environment by adhering to the principles of the Integrated Pest Management (IPM) system. IPM is a sustainable, science-based, decision-making process that considers the life cycles of pests and the environments in which they thrive to control pest damage with minimal harm to people and the environment. IPM includes preventative measures to avoid the need for extermination while using safe, environmentally friendly pest control practices. Below are a few tips to help do your part:

- Do not keep open, unsealed food in desks or file cabinets.
- Clean up crumbs or spilled drinks — even a few crumbs or a small spill can attract unwanted pests.

- Do not over-water plants.
- Rinse and dry recyclables before placing in bins.
- Keep work areas neat and organized.
- If you do see a pest, call the Property Management Office promptly.

## ELEVATORS (FREIGHT/PASSENGER)

Each building is equipped with 3 passenger elevators, with one serving as a service elevator. Passenger elevators are for the exclusive use of people. Carts, dollies, hand trucks, large packages, etc. are not permitted on passenger elevators and must be transported via the service elevators.

Delivery of all large materials and supplies must be done via the service elevators. . If tenant employees need to move large items, please notify the Property Management Office.. More information about the service elevator can be found under “Deliveries” in this Handbook.

### Elevator Malfunction / Entrapment

All passenger and freight elevators are professionally maintained and are inspected regularly to ensure proper operation and safety. Should you encounter any irregularity or interruption in the operation of the elevators, please note the car number and notify building security or the property management office immediately.

If you become trapped in an elevator –

1. Remain calm.
2. Use the car emergency call button, intercom or telephone to contact building or emergency personnel.
3. Please be prepared to provide the car number and location of the car if it is known.
4. Never attempt to force the elevator doors or exit the elevator yourself and never accept the help of anyone except building personnel, elevator company personnel or emergency responders to exit the car. Doing so can be highly dangerous and may result in serious injury. Wait for help to arrive.

### **If Electrical Service Is Interrupted:**

If normal electrical service to the building is interrupted, elevator lights will blink, and elevators will stop temporarily. They will then automatically return to the lobby level one-by-one and open doors for you.

## STAIRS

There are 2 stairwells which service the building. Depending on the buildout of your suite; they may be accessed directly from your premises or via the floor lobby. Each stairwell can be located either North or South of the elevators, and both lead down to the first floor.

Never prop stairwell doors open, as this may compromise the balance of the HVAC system and may create a serious breach to security and fire protection. The only way out of a stairwell is to go down to the ground floor and exit the building.

Stairwell doors are locked at all times to prevent entry onto a tenant floor. Stairwells are intended for emergency use, but may be accessed by your employees only if your suite has included an access card system for egress.

## DELIVERIES

Deliveries of packages, supplies, or office equipment requiring the use of dollies or carts should be delivered between the hours of 7:00 AM and 6:00 PM, Monday through Friday. Use of the service elevator(s) during this time is on a first-come, first-serve basis. Please note that no pallet jacks are allowed in the main lobbies.

Any large deliveries should be made after hours Monday through Friday, 6:00 PM – 7:00 AM, or by appointment Saturday or Sunday. These deliveries should be coordinated through the Property Management Office.

Building personnel including Engineering and Security are not permitted to accept deliveries of any kind (furniture, supplies, etc.) on your behalf. The Property Management Team cannot be held responsible for deliveries made to the building lobby.

### Service Elevator Measurements

- Cab: 92" W x 68" D x 112" H
- Front Door (opens to Lobby): 48" W x 96" H

## SIGNAGE

University Circle has standard signage guidelines for the Main Lobby Building Directory, Floor Directory, and Suite entrance locations. Tenant Administrators should submit all signage requests and/or signage changes in writing to the Property Management Office.

Requests should include the exact spelling, punctuation, capitalization, line presentation and spacing requested. The request will be reviewed for compliance with building standards as well as conformance with individual lease criteria. A quote will be provided for approval prior to implementation.

# BUILDING POLICIES & PROCEDURES

---

## TENANT ALTERATION & CONSTRUCTION GUIDELINES

The purpose of these Rules and Regulations is to inform the Contractors of their responsibility to this property during construction or remodeling of tenant spaces. Construction companies, electricians, plumbers, and personnel providing remodeling or repair services must be approved by the Property Management Office. It should be understood that the General Contractor is totally responsible for the action of its employees and subcontractors, and their compliance with these Rules and Regulations. At all times, General Contractor's personnel should be aware that this property is not a construction site, but rather an occupied office building and therefore appropriate precautions to protect the property, the tenants, and the business atmosphere must be adhered to.

The Property Management Office maintains a list of qualified contractors who have performed work in the building and fulfilled the requirements listed below. If you prefer to use a contractor who is not pre-qualified, please contact the Property Management Office.

All Contractors must be well-established with at least 5 years in business, be licensed in the jurisdiction of the property location to perform their trade work and provide references for comparable work in Class A commercial office space for the scope and quality of work tenant is proposing to complete.

The scope of these Rules and Regulations shall include, but not be limited to the following:

**General:** Work to be performed by any contractor within the property must be approved and scheduled in advance with the Property Management Office. All contractors must check in with Building Security and obtain a Contractor Identification Badge on a daily basis. 48-hour notice shall be given for any work request that involves the Fire/Life Safety systems at the property.

All required permits must be obtained prior to the start of any work and copies provided to the Property Management Office.

Upon completion, certificates of final approval must be obtained. Duplicates of all such permits, approvals, and certificates must be delivered to the Property Management Office as soon as they become available.

**Insurance:** All general contractors and subcontractors must provide a current certificate of insurance evidencing adequate workman's compensation, general liability, and property damage coverage which meets University Circle's insurance requirements.

**Site Condition and Protection:** Contractor will provide floor, wall, and ceiling protection from the freight elevator to the entrance of the suite where the work is to take place. The type of protection is to be Masonite, with ends taped together to prevent tripping hazards. Protection will be provided by contractor for the freight elevator doorframe on the floor where the work is to take place. All carpet and elevator protection should be installed prior to the start of demolition or remodeling. Protection shall be maintained in a clean, safe manner and be left in-place throughout the duration of the work. The construction area is to be broom swept and all trash removed at the end of each work shift. Public areas leading to construction areas will be thoroughly cleaned at the end of each work shift at the contractor's expense. Contractor shall correct and repair any damages at their own cost.

**Debris:** Contractors will provide their own means of debris storage and removal. Contractor's dumpster must be placed in area predetermined area as dictated by Property Management. Debris must not spill or be left around the dumpster. Contractor is responsible for cleanliness of the area. The Property Management Office reserves the right to require Contractor to remove the dumpster with 24-hour notice.

Demolition debris can only be removed from the building in accordance with Property Management's guidance. The freight elevator must be reserved in advance through the property's Work Order system. Paint and patching materials shall not be disposed of through the buildings plumbing.

**Noise and Noxious Odors:** Particularly noisy work such as core drilling (or fume producing work such as oil-based painting) must be approved by and coordinated with the Property Management Office and performed outside of business hours. Odor producing work, such as staining of doors, must be approved by and coordinated with the Property Management Office so action can be taken to dissipate fumes, protect/disable the smoke detectors, and arrange for additional security, if necessary. If security is necessary, contractor is to pay for said cost.

If contractors or subcontractors personnel use radios or other music playing devices, they must be turned down to a level not audible in any occupied or public areas. No loud or obscene language will be tolerated, and violators will be asked to leave the property.

**Egress and Ingress:** All movement of contractors and subcontractor materials will be through the service corridors and freight elevator. No passenger elevator(s) are to be used. The freight elevator may be used for small material movement during business hours with prior written approval from the Property Management Office..

Large material deliveries or debris removal must be approved by and coordinated with the Property Management Office and be performed outside of business hours. Access to the property outside of normal business hours must be requested at least 48-hours in advance and receive written approval from the Property Management Office. Delivery or removal of materials that are too large for the freight elevator must be coordinated with the Property Management Office.



A more detailed Building Work Rules and Regulations for Contractors will be distributed to contractors prior to the commencement of any work and acknowledgement of and agreement to Work Rules and Regulations must be received by the Property Management Office prior to commencement of any work.

**Sustainability Considerations:** All renovation and new construction projects of a scope that meets any of the following criteria shall also be required to comply with Columbia's Sustainable Design & Construction Guidelines, which are available from the Property Management Office.

For projects which do not meet any of the criteria below, tenants are encouraged to implement any sustainable design and construction practices described in the guideline document to the extent that it is practical to do so.

- New construction (including additions) 10,000 sf or greater.
- Alterations of 20,000 sf or greater.
- New, replaced, or relocated mechanical, electrical, or plumbing equipment that serves 20,000 sf or larger.
- Projects having a new, replaced, and/or relocated, HVAC system with heating equipment size of 480,000 BTU's or greater, or with a cooling equipment size of 600,000 BTUs or greater.
- Projects are pursuing LEED, WELL, or other sustainable building certification.

## VENDOR RULES & REGULATIONS

### Vendor Insurance Requirements

Please refer to your Lease for Vendor Insurance requirements and information.

### Preferred Vendor Lists

At Columbia, we recognize the vital role our suppliers play in helping us meet the needs and expectations of our many stakeholders. We rely on our suppliers to deliver the level of quality, service, value, efficiency, integrity, and innovation that we ourselves strive to provide to our tenants, investors, partners, employees, and communities. Therefore, we seek to build and maintain a diverse, competitive, and highly capable network of suppliers in and across the regions in which we operate.

Our supplier selection process is stringent and helps us identify and build relationships with suppliers that meet our needs and expectations, align with our goals, and share our values. We actively manage our suppliers and monitor their ongoing performance to promote and build the best possible relationship between our organizations. We also seek to work with suppliers from

a diverse range of backgrounds, in order to drive innovation and create a more resilient supplier network for Columbia.

We are committed to holding ourselves and our supplier community to the highest standards of business conduct and integrity, and we expect all suppliers with whom we engage to operate in accordance with our Vendor Code of Conduct. Visit our website at [www.columbia.reit/responsibility/overview/](http://www.columbia.reit/responsibility/overview/) for more details.

We encourage our tenants to follow these same guidelines when selecting suppliers and invite you to utilize our list of preferred vendors that meet these requirements for excellence, capability, competitiveness, and diversity. Please contact the Property Management Office for our current list of preferred vendors for this property.

## PROHIBITED ITEMS & BEHAVIOR

### Smoking

Columbia is committed to providing healthy buildings to all occupants. In compliance with local compliance/regulations and Fitwel certification standards, smoking and the use of e-cigarettes and tobacco products is strictly prohibited in all areas of the building and anywhere onsite, including within 25 feet of any building entrance, operable windows, doors, outdoor air intakes, or outdoor seating areas.

### Flammables

Flammable materials are not permitted anywhere on the premises. If, for any reason, you have any materials necessary for the operation of normal office equipment that require special care, they must be stored in safety containers, and the Property Management Team must be notified.

### Loitering & Solicitors

Canvassing, soliciting, peddling, and loitering are not allowed within the building. If you are approached by a solicitor of any kind, contact the Property Management Office immediately and we will make every attempt to escort the individual from the building.

## Non-Permitted Holiday Decoration

All holiday decoration must meet local and state authorities' requirements regarding the use of or restriction against live materials. In addition, decorations may not impede any means of egress, and nothing is to be hung from or cover exit signs or sprinklers.

If you are interested in adding holiday décor in your office space or the building, please contact the Property Management Office for specific guidelines and recommendations.

# EMERGENCY PREPAREDNESS & PROCEDURES

---

## LIFE SAFETY EQUIPMENT

University Circle is a multiple use facility. It has three office buildings, a parking structure, and a hotel. Building 1900 was completed in November 2001, Building 2000 was completed in February 2002, and Building 1950 was completed in the Spring of 2003. The Four Seasons Hotel was completed in January 2006.

Each building (1900, 1950, 2000) has six floors and one basement (parking) and has approximately 165,000 rentable square footage. All are equipped with modern life-safety systems. This includes a sprinkler system with flow detectors, smoke detectors, fire pull stations, pressurized stairwells and an elevator recall system.

### **Sprinkler Systems**

University Circle has an automatic sprinkler system. Quick-response sprinkler heads will open in response to temperatures above 165 degrees. Activation of any sprinkler head will sound an alarm in the building and will summon security and the fire department. Two diesel fire pumps provide system pressure.

### **Fire Alarm and Smoke Detection**

Fire alarm pull stations are located by stairwells and elevator lobbies. Smoke detectors are located throughout the building. Activation will send an audio/visual signal to the fire control room identifying the location and cause of the alarm. An alarm will sound in the building, and the alarm will be transmitted to an alarm monitoring company, which will also make contact with the fire department. Any tenant noting a fire condition should also call 9-1-1 directly and/or activate an emergency fire pull station.

### **Lobby Door Release System**

Certain doors surrounding the elevator lobbies and located in fire-rated walls are equipped with magnetic hold-open devices. If a smoke detector on the floor is tripped, these devices will release the doors on that floor, impeding the spread of fire and/or smoke.

### **Elevator Recall and Emergency Service**

There are three passenger elevators in each building servicing the basement through the sixth floors.

Elevators are a dangerous place to be in a fire. The heat and damage caused by a fire can register a false "call" on the fire floor, causing the elevators to come to that floor. Accordingly,

the following systems have been installed to protect persons using or attempting to use the elevators during a fire:

**Automatic Recall:** In the elevator lobbies there are smoke detectors that activates this system. If any of these devices sense smoke, all elevators will close doors and return to the ground floor, where they will remain with doors open, until released by building or fire department personnel.

**Emergency (Firemen's) Service:** After an elevator recall has occurred, the elevators may be put into emergency service by using a key switch located in each car. This will allow operation of the car by using the "open door" and "close door" control buttons. This service is for use by the fire department for purposes of evacuation of disabled persons and for firefighting.

**Elevator Earthquake Response:** When a moderate or severe earthquake occurs, a device on each elevator car senses the side-to-side motion of the car. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counterweight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

## **Stairwells**

There are two stairwells that extend from the basement to the sixth floor of the building. The stairwell doors are fire rated at one and one-half hours. In an emergency scenario, exit signs can be followed directly to the nearest stairwell.

## **Emergency Power**

Each building has an emergency diesel generator which will switch on automatically in the event of power failure. The generators power one elevator at a time, building life safety systems, and emergency lighting.

## **Extinguishers**

ABC fire extinguishers are located throughout the building and are inspected annually.

## **Standpipes**

A standpipe is a type of water piping system which fire hoses can be connected, allowing manual application of water to the fire. They are located in the building stairwells.

## **Life Safety Control Room**

The Life Safety Control Room is located in the basement level of Building 1900. It contains annunciator panels showing alarm or system fault locations, the main panel for all buildings, security cameras and is staffed 24 hours a day, seven days a week.

## UTILITY SHUT OFF

### Building 1900

Utility	Location
Main Electrical	Basement, southwest corner (Manhattan Street). An emergency power shut-off is located in the lobby across from the elevators.
Natural Gas	Street, Manhattan Street, adjacent to generator
Domestic Water	Street, Manhattan Street, adjacent to generator
Sprinkler Water	Street, Manhattan Street, adjacent to generator

### Building 1950

Utility	Location
Main Electrical	Basement, south side, near main garage entry gate
Natural Gas	Parking lot, adjacent to generator
Domestic Water	Parking lot, University Avenue side, across from lobby entrance
Sprinkler Water	Street, Manhattan Street, adjacent to generator by Building 1900

### Building 2000

Utility	Location
Main Electrical	Basement, west side, near 1900 electrical room (Manhattan Street). An emergency power shut-off is located in the lobby across from the elevators.
Natural Gas	Street, Manhattan Street, adjacent to generator by Building 1900
Domestic Water	Street, Manhattan Street, adjacent to generator by Building 1900
Sprinkler Water	Street, Manhattan Street, adjacent to generator by Building 1900

## EMERGENCY ACTION PLAN

This plan is a tool designed to assist you before and in an emergency. Familiarize yourself with your workplace environment, the people who work there, the University Circle's and your company's emergency preparations and procedures. Take precautions necessary to provide for the services mentioned in this book and test them before you need them. Every situation is different which means your response will have to differ.

This is not a substitute for common sense. If you have a question, suggestion, or concerns contact your manager. Discuss the contents of this plan with your co-workers. Have a rehearsal and walk through the procedures. Even the best actors cannot perform well without time to

rehearse the script. Always use your initiative, intuition and good judgment to assure your own personal safety.

## Evacuation/Fire Drills

You may become aware of an emergency in the building by the fire alarm or from a co-worker. You may need to evacuate, even if there is no alarm. Floor Wardens meet at your office floor's elevator lobby. If you don't have enough people to perform all roles, you may need to assign roles to staff.

### Evacuation Procedures

All Floor Wardens will need to assemble by their floor's lobby elevators. If you do not have enough people to fill this role at the timing of this event, you will need to recruit volunteers. The following roles will need to be assigned amongst the Floor Wardens:

**Searcher Duties:** Work in pairs and sweep each wing to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and conference rooms. Close doors as you search. To better aid first responders, Searchers can post sticky blank sticky/post-it notes onto the doors of rooms which they have cleared, indicating to first responders that this room has been cleared of persons.

**Elevator Duties:** Stand by the elevators reminding those exiting not to use the elevator, and to direct them to the stairwells. Be advised that in an emergency; elevators will be unusable!

**ADA Duties:** Move injured and disabled persons to the stairwell area. If you are able to go downstairs, wait for the stairwell to clear of other evacuates before proceeding down. If you are unable to manage stairs, stay with person inside of the stairwell, and send someone down to the first floor to inform the first responders of the situation. The first responder team will determine the best way to get these people to safety.

Upon evacuation, all Floor Wardens are to proceed to their designated evacuation area. You must be at least 100 feet away from the building and not in a fire lane or otherwise inhibit first responder vehicular traffic. Any employee who notices something of importance (i.e. trapped person, employee who refuses to leave, building issue, etc.) should report status to any Floor Warden, Fire Department staff, or Life Safety Director. They will need to relay the issue(s), the floor, and its best approximate location.

### When evacuating use caution when you approach a closed door

- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the door handle. If it is hot, you will need an alternate exit.
- Brace yourself and open the door slowly if it is cool to the touch. You may need to shut it quickly if you encounter flame or smoke.
- Enter the area carefully and close the door behind you if you find it filled with smoke. If the smoke is too intense, stay where you are.

- Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke.
- Follow the wall to the nearest exit and leave the building.

### **What to do if you are trapped your building:**

Always remain calm. Try to go to a room with an exterior window with a phone and stay there. If this is not an option, find a room with a door and phone. Dial 911, and tell the dispatcher exactly where you are, even if you see fire trucks below.

To keep smoke out of your refuge area, use clothing, towels, newspapers, etc. to stuff the cracks around the door and cover the ventilators. Do not break a window; this will bring more smoke into the space.

To help rescuers find you, stay in an area where they can see you and wave something bright and light-colored to draw their attention. Above all, think before you act and be patient until help arrives. First responders and rescue efforts will take time, and those who are in the most immediate danger will be prioritized first.

### **Fire**

If you smell a suspicious or burning/smoke-like odor, notify Security by dialing 650-321-6361. If you see/smell smoke, see fire, or otherwise confirm that a fire is active, immediately dial 911.

- Remain calm and identify yourself.
- Report the location and nature of the emergency.
- Notify Security by dialing 650-321-6361.
- Activate the fire pull station (by stairwells and elevator lobbies).
- Warn others in the immediate area.
- Use an extinguisher only if it is a small fire and you are trained to do so.
- Begin evacuation procedures.

## **Building and Tenant Emergency Personnel**

### **Life Safety Director**

Identifiable by their yellow safety vest. The person responsible for coordinating the efforts of police and fire departments while at University Circle. The Chief Engineer assumes this responsibility. The Property Manager and/or Assistant Property Managers serve a support role to the Life Safety Director. The Life Safety Director provides real time updates to first responders and other emergency personnel, while coordination with Floor Wardens and the property team.

### **Floor Warden(s)**



Identifiable by their orange safety vest. Employees who accept a special responsibility for their fellow workers. It is their duty to assist in implementing emergency management procedures that assure everyone's safety in a time of crisis. Floor Wardens report to the Life Safety Director.

### **Life Safety Director Responsibilities**

Duties during an emergency the Life Safety Director or his/her designee will:

1. In the event of an emergency, put into effect the Life Safety Plan.
2. Ensure that the fire department has been notified via the 9-1-1 system.
3. Act as a liaison between the Fire Department and the building.
4. Meet the Fire Department with information regarding the emergency and all required equipment (keys, knox boxes and MSDS's). Inform fire department regarding evacuation procedures in progress, the location of the fire panel, if anyone is trapped or disabled persons on stairway landings in need of assistance.
5. Start evacuation procedures and recall elevators.

Duties during non-emergencies the Life Safety Director or his/her designee will:

1. Implement a program of general fire prevention for the building.
2. Assure development of a program of regular inspections, maintenance, testing, and re-certification of all fire and life safety equipment and apparatus.
3. Conduct annual fire drills.
4. Maintain an emergency response team system including annual training.
5. Maintain procedures for assisting the non-ambulatory and physically disabled persons.

### **Floor Warden(s) Responsibilities**

1. Know the physical layout of the floor and adjacent floors.
2. Know the location of stairwells, and the direct route to each.
3. Know the location and usage of the Fire Extinguishers.
4. Know the names and work locations of persons with physical disabilities. Assign an employee to the disabled to assist them during an emergency.
5. Know emergency telephone numbers and procedures.
6. Know how to assume control, maintain calm and prevent panic.
7. Instruct co-workers in their emergency roles.
8. Know how to notify the Life Safety Director of:
  - a.) The location of disabled persons.
  - b.) Adverse conditions on the floor.

# Evacuation Areas



## MEDICAL EMERGENCY PROCEDURE

- Stay calm and gather the information.
- Activate Emergency Services by dialing 911
  - Identify yourself and your location.
  - Describe the emergency.
  - Notify Security by dialing 650-321-6361 to hold an elevator for the emergency responders.
- Send an employee to the elevator lobby to escort emergency personnel.
- Assist a victim to the degree you are trained. If blood or bodily fluids are present, always wear latex gloves. Be certain to give a pair of gloves to other employees who may be assisting or may come in contact with the blood or bodily fluids.
- AED's have been installed in all common area restroom areas on the first floor of all buildings. In addition, most tenants have participated in the AED installation and training program. As such, AED's have been installed in tenant space on many of the floors of each building. AED's are also located in the Building Management office as well as just outside the elevator lobbies of the parking structure. Floor Wardens should familiarize themselves with the locations of AED's in their suite and the individuals on staff that are trained in their use.

## BOMB THREATS/EXPLOSIONS/SUSPICIOUS PACKAGES

- Remain calm and keep the caller on the line.
- Ask questions.
- Use the Bomb Threat Checklist to gather information.
- Determine as much about the caller as you can.
- Listen carefully for background noises.
- Record the exact wording of the threat.
- Notify the Police by dialing 9-1-1.
- Notify Security 650-321-6361.
- Wait calmly for further instructions from Police or your management.
- Do not mention the call to anyone.

# TERRORIST ATTACKS/HOMELAND SECURITY

## Chemical Attack

Chemical agents are poisonous vapors, aerosols, liquids and solids that have toxic effects on people, animals or plants. Chemical agents are unlikely to cause death because they dissipate quickly outdoors and are hard to produce.

Signs of a chemical release include difficulty breathing, eye irritation, loss of coordination, nausea or burning in the nose, throat and lungs. The presence of many dead insects or birds may indicate a chemical agent release.

### **Before a Chemical Emergency**

Build an Emergency Supply Kit and include:

1. Duct tape
2. Scissors
3. Plastic (to cover doors, windows and vents)

Make an Emergency Plan.

### **During a Chemical Attack**

- Quickly try to figure out which areas are affected or where the chemical is coming from, if possible.
- Get away immediately.
- If the chemical is inside your building, get out of the building without passing through the contaminated area, if possible.
- If you can't get out of the building or find clean air without passing through the affected area, move as far away as possible and shelter-in-place.

### **If you are instructed to remain in your home or office building, you should:**

- Close doors and windows and turn off all ventilation, including furnaces, air conditioners, vents, and fans.
- Seek shelter in an internal room with your disaster supplies kit.
- Seal the room with duct tape and plastic sheeting.
- Listen to the radio or television for instructions from authorities.

### **If you are caught in or near a contaminated area outdoors:**

- Quickly decide what is the fastest way to find clean air:
- Move away immediately, in a direction upwind of the source.
- Find the closest building to shelter-in-place.

## **After a Chemical Attack**

Do not leave the safety of a shelter to go outdoors to help others until authorities say it is safe to do so.

You will need immediate medical attention from a professional if you are affected by a chemical agent. If medical help is not immediately available, decontaminate yourself and help others decontaminate. Use extreme caution when helping others who have been exposed to chemical agents.

### **How to decontaminate:**

- Illustration of two hands being washed with soap under a faucet.
- Remove all clothing and other items in contact with your body.
- Cut off clothing normally removed over the head to avoid contact with the eyes, nose and mouth.
- Put contaminated clothing and items into a plastic bag and seal the bag.
- Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate them and then rinse and dry.
- Wash hands with soap and water.
- Flush eyes with water.
- Gently wash face and hair with soap and water before thoroughly rinsing with water.
- Proceed to a medical facility for screening and professional treatment.

## **Biological Attack**

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

### ***DO NOT PANIC***

Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.

For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

**Suspicious Unopened letter or PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:**

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with soap and water to prevent spreading any powder to your face.
6. What to do next...
  - a. If you are at HOME, then report the incident to local police.
  - b. If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.
7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

**Envelope with powder and powder spills out onto surface:**

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next...
  - a. If you are at HOME, then report the incident to local police.
  - b. If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectant On Your Skin.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

## **QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:**

For example: small device triggered, warning that air-handling system is contaminated, or warning that a biological agent released in a public space.

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. What to do next:
  - a. If you are at HOME, then dial “911” to report the incident to local police and the local FBI field office.
  - b. If you are at WORK, then dial “911” to report the incident to local police and the local FBI field office, and notify your building security official or an available supervisor.
5. SHUT down air handling system in the building, if possible.
6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

**Source: Center for Disease Control**

<https://emergency.cdc.gov/bioterrorism/>

## **Radiological Attack**

### **Radiological Dispersion Device**

A Radiological Dispersion Device (RDD) combines a conventional explosive device — such as a bomb — with radioactive material. It is designed to scatter dangerous and sub-lethal amounts of radioactive material over a general area.

Such RDDs appeal to terrorists because they require limited technical knowledge to build and deploy compared to a nuclear device. The size of the affected area and the level of destruction caused by an RDD would depend on the sophistication and size of the conventional bomb and other factors. The area affected could be placed off-limits to the public for several months during cleanup efforts.

### **Before a Radiological Dispersion Device (RDD) Event**

There is no way of knowing how much warning time there will be before an attack by terrorists using a Radiological Dispersion Device (RDD), so being prepared in advance and knowing what to do and when is important. To prepare for an RDD event, you should do the following:

- Build an Emergency Supply Kit with the addition of duct tape and scissors.
- Make a Family Emergency Plan.
- Find out from officials if any public buildings in your community have been designated as fallout shelters. If none have been designated, make your own list of potential shelters near your home, workplace, and school, such as basements, subways, tunnels, or the windowless center area of middle floors in high-rise buildings.
- If you live in an apartment building or high-rise, talk to the manager about the safest place in the building for sheltering and about providing for building occupants until it is safe to go out.

Taking shelter during an RDD event is absolutely necessary. There are two kinds of shelters - blast and fallout. The following describes the two kinds of shelters:

- Blast shelters are specifically constructed to offer some protection against blast pressure, initial radiation, heat, and fire. But even a blast shelter cannot withstand a direct hit from a nuclear explosion.
- Fallout shelters do not need to be specially constructed for protecting against fallout. They can be any protected space, provided that the walls and roof are thick and dense enough to absorb the radiation given off by fallout particles.

### **During an Radiological Dispersion Device (RDD) Event**

While the explosive blast will be immediately obvious, the presence of radiation will not be known until trained personnel with specialized equipment are on the scene.

If the explosion or radiological release occurs inside, get out immediately and seek safe shelter. Otherwise, if you are:

#### **Outdoors**

- Seek shelter indoors immediately in the nearest undamaged building.
- If appropriate shelter is not available, cover your nose and mouth and move as rapidly as is safe upwind, away from the location of the explosive blast. Then, seek appropriate shelter as soon as possible.
- Listen for official instructions and follow directions.

#### **Indoors**

- If you have time, turn off ventilation and heating systems, close windows, vents, fireplace dampers, exhaust fans, and clothes dryer vents.
- Retrieve your disaster supplies kit and a battery-powered radio and take them to your shelter room.



- Seek shelter immediately, preferably underground or in an interior room of a building, placing as much distance and dense shielding as possible between you and the outdoors where the radioactive material may be.
- Seal windows and external doors that do not fit snugly with duct tape to reduce infiltration of radioactive particles. Plastic sheeting will not provide shielding from radioactivity nor from blast effects of a nearby explosion.
- Listen for official instructions and follow directions.

### **After a Radiological Dispersion Device (RDD) Event**

After finding safe shelter, those who may have been exposed to radioactive material should decontaminate themselves. To do this, remove and bag your clothing (and isolate the bag away from you and others), and shower thoroughly with soap and water. Seek medical attention after officials indicate it is safe to leave shelter.

Contamination from an RDD event could affect a wide area, depending on the amount of conventional explosives used, the quantity and type of radioactive material released, and meteorological conditions.

Follow these additional guidelines after an RDD event:

- Continue listening to your radio or watch the television for instructions from local officials, whether you have evacuated or sheltered-in-place.
- Do not return to or visit an RDD incident location for any reason.

## **CIVIL UNREST/DISTURBANCES**

- Civil disorders are an unlikely occurrence. However, if a riot situation developed, these are the likely steps that would ensure your safety.
- Notify Security by dialing 650-321-6361.
- Remain within the building. Do nothing to antagonize the crowd. Inform all other personnel to do likewise. Do not travel to other buildings, unless you are directed to do so by Security or the Police.
- Close all blinds in exterior rooms and then avoid window areas. You could become a target. Lock all doors.
- Focus your attention away from the incident. Leave the area of disturbance to prevent injury or possible arrest.
- Report to the core area of the building (away from the exterior of the building).
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Use good judgment and remain calm. Stay in your office/department unless you are in an unsafe position or instructed to leave by Security or the Police.
- Secure all valuable materials in a safe place or at least out of sight.

- Cooperate. Certain services may be limited during a disturbance. Access will be restricted. Withdraw from the area until it is safe to enter. Your safety is the primary concern.
- If demonstrators enter the premises, keep calm, be courteous, and avoid an incident. Avoid actions or verbal responses that may provoke the situation. Avoid arguments, provocative statements or engaging in a debate with participants. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point. Frustrating them is dangerous and provocative. Do not try to reason with them. Call the Police to have individuals removed if you can do so without incident.

## POWER FAILURES

Extended power outages may impact the whole community and the economy. A power outage is when the electrical power goes out unexpectedly.

A power outage may:

- Disrupt communications, water, and transportation.
- Close retail businesses, grocery stores, gas stations, ATMs, banks and other services.
- Cause food spoilage and water contamination.
- Prevent use of medical devices.

Power Outage Tips

- Keep freezers and refrigerators closed.
- Use a generator, but ONLY outdoors and away from windows.
- Do not use a gas stove or oven to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- Check with local officials about heating and cooling locations open near you.

### How to Protect Yourself During a Power Outage

Go to a community location with power if heat or cold is extreme.

### Preparing for a Power Outage

Take an inventory of the items you need that rely on electricity. Plan for batteries and other alternative power sources to meet your needs when the power goes out, such as a portable charger or power bank. Have flashlights for every household member. Determine whether your home phone will work in a power outage and how long battery backup will last.

### Know Your Medical Needs

Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.

### **Food Storage**

Have enough nonperishable food and water. Keep freezers and refrigerators closed. The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Monitor temperatures with a thermometer. Throw out food if the temperature is 40 degrees or higher.

### **Using Appliances During Power Outages**

Install carbon monoxide detectors with battery backup in central locations on every level of your home. Avoid carbon monoxide poisoning. Generators, camp stoves or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home. Turn off or disconnect appliances, equipment, or electronics. Power may return with momentary surges or spikes that can cause damage.

## **SEVERE WEATHER**

Severe weather can happen anytime, in any part of the country. Severe weather can include hazardous conditions produced by thunderstorms, including damaging winds, tornadoes, large hail, flooding and flash flooding, and winter storms associated with freezing rain, sleet, snow, and strong winds.

### **Lightning and Thunderstorms**

Lightning is a leading cause of injury and death from weather-related hazards. Although most lightning victims survive, people struck by lightning often report a variety of long-term, debilitating symptoms.

Thunderstorms are dangerous storms that include lightning and can create or cause:

- Powerful winds over 50 mph
- Hail
- Flash flooding and/or tornadoes

### **Prepare for Thunderstorms & Lightning**

#### **Know Your Risk**

Know your area's risk for thunderstorms. In most places they can occur year-round and at any hour. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

## **Strengthen Your Home**

Cut down or trim trees that may be in danger of falling on your home. Consider buying surge protectors, lightning rods or a lightning protection system to protect your home, appliances and electronic devices.

## **Make an Emergency Plan**

Create an emergency plan so that you and your family know what to do, where to go and what you will need to protect yourselves from the effects of a thunderstorm. Identify sturdy buildings close to where you live, work, study and play.

## **Stay Safe During Thunderstorms & Lightning**

If you are under a thunderstorm warning:

- Move from outdoors into a building or car with a roof.
- Pay attention to alerts and warnings.
- Avoid using electronic devices connected to an electrical outlet.
- Avoid running water.
- Do not drive through flooded roadways. Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

## **FLOODS**

Flooding is a temporary overflow of water onto land that is normally dry. Floods are the most common natural disaster in the United States. Failing to evacuate flooded areas or entering flood waters can lead to injury or death.

Floods may:

- Result from rain, snow, coastal storms, storm surges and overflows of dams and other water systems.
- Develop slowly or quickly. Flash floods can come with no warning.
- Cause outages, disrupt transportation, damage buildings, and create landslides.

## **Preparing for a Flood**

### **Know Your Risk for Floods**

Visit FEMA's Flood Map Service Center to know types of flood risk in your area. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

### **Purchase Flood Insurance**

Purchase or renew a flood insurance policy. Homeowner's insurance policies do not cover flooding. It typically takes up to 30 days for a policy to go into effect so the time to buy is well before a disaster. Get flood coverage under the National Flood Insurance Program (NFIP).

### **Preparing for a Flood**

Make a plan for your household, including your pets, so that you and your family know what to do, where to go, and what you will need to protect yourselves from flooding. Learn and practice evacuation routes, shelter plans, and flash flood response. Gather supplies, including non-perishable foods, cleaning supplies, and water for several days, in case you must leave immediately or if services are cut off in your area.

### **In Case of Emergency**

Keep important documents in a waterproof container. Create password-protected digital copies. Protect your property. Move valuables to higher levels. Declutter drains and gutters. Install check valves. Consider a sump pump with a battery.

### **If you are under a flood warning:**

- Find safe shelter right away.
- Do not walk, swim or drive through flood waters. Turn Around, Don't Drown!
- Remember, just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off bridges over fast-moving water.

### **Depending on the type of flooding:**

- Evacuate if told to do so.
- Move to higher ground or a higher floor.
- Stay where you are.

## **EARTHQUAKES**

### **Once the shaking starts:**

- Duck, cover and hold under a hard surface like a desk or table.
- Face away from any windows.
- Stay clear of tall objects that may tilt and topple over.
- Stay in the building. Do not run outside.

### **Once the initial shocks have subsided:**

- Remain calm, be prepared for aftershocks.
- After the quake subsides, get out flashlights. Even if the power is still on, it may not stay on long.

- The Floor Warden or any employee should institute a thorough search of your floor, checking stairwells, bathrooms, elevator lobbies, closets, etc.
- Gather the occupants of the floor together at your pre-selected gathering place. Determine if everyone is accounted for by performing a head count.
- Assist a victim to the degree you are trained. If blood or bodily fluids are present, always wear latex gloves. Be certain to give a pair of gloves to other employees who may be assisting or may come in contact with the blood or bodily fluids.
- Take out and turn on a battery operated radio. Assign someone to keep track of what is going on in the rest of the area.
- Emergency supplies are located on each floor. These supplies include medical supplies and search and rescue tools.

**Floor Wardens should prepare a local condition report. This report should contain:**

- The number of people on your floor.
- The number of injured people on your floor, with a brief description of their injuries.
- A brief description of any apparent structural damage on your floor, i.e. ceiling collapse, large cracks in core walls, broken glass. Any other immediate needs you have.
- Provide this report to your manager if possible.
- Take inventory of your emergency supplies. Remember that you may be staying in the building for a few days. Conserve your supplies.
- DO turn off any lighting or electrical devices.
- DON'T use the telephone except in extreme emergencies.
- DON'T use the elevators.

## ACTIVE SHOOTER

The below resources are prepared for you and available on the ready.gov website:

1. [RUN, HIDE, FIGHT - Surviving an Active Shooter Event](#)
2. [Active Shooter Information Sheet](#)
3. [If you see something say something](#)
4. [Active Shooter Preparedness Resources](#)

## PANDEMIC RESPONSE

A pandemic is a disease outbreak that spans several countries and affects a large number of people. Pandemics are most often caused by viruses, like Coronavirus Disease 2019 (COVID-19), which can easily spread from person to person.

A new virus, like COVID-19, can emerge from anywhere and quickly spread around the world. It is hard to predict when or where the next new pandemic will emerge.

### **If a Pandemic is declared:**

- Wash your hands often with soap and water for at least 20 seconds and try not to touch your eyes, nose or mouth.
- Keep a distance of at least six feet between yourself and people who are not part of your household.
- Cover your mouth and nose with a mask when in public.
- Clean and disinfect high-touch objects and surfaces.
- Stay at home as much as possible to prevent the spread of disease.
- Follow the guidance of the Centers for Disease Control and Prevention (CDC).

### **How to Prepare Yourself for a Pandemic**

- Learn how diseases spread to help protect yourself and others. Viruses can be spread from person to person, from a non-living object to a person and by people who are infected but don't have any symptoms.
- Prepare for the possibility of schools, workplaces and community centers being closed. Investigate and prepare for virtual coordination for school, work (telework) and social activities.
- Gather supplies in case you need to stay home for several days or weeks. Supplies may include cleaning supplies, non-perishable foods, prescriptions and bottled water. Buy supplies slowly to ensure that everyone has the opportunity to buy what they need.
- Create an emergency plan so that you and your family know what to do and what you will need in case an outbreak happens. Consider how a pandemic may affect your plans for other emergencies.
- Review your health insurance policies to understand what they cover, including telemedicine options.
- Create password-protected digital copies of important documents and store in a safe place. Watch out for scams and fraud.

### **Stay Safe During a Pandemic**

- Get vaccinated. Vaccines stimulate your immune system to produce antibodies, so vaccines actually prevent diseases.
- Take actions to prevent the spread of disease. Cover coughs and sneezes. Wear a mask in public. Stay home when sick (except to get medical care). Disinfect surfaces. Wash hands with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60 percent alcohol. Stay six feet away from people who are not part of your household.
- If you believe you've been exposed to the disease, contact your doctor, follow the quarantine instructions from medical providers and monitor your symptoms. If you're experiencing a medical emergency, call 9-1-1 and shelter in place with a mask, if possible, until help arrives.
- Share accurate information about the disease with friends, family and people on social media. Sharing bad information about the disease or treatments for the disease may

have serious health outcomes. Remember that stigma hurts everyone and can cause discrimination against people, places or nations.

- Know that it's normal to feel anxious or stressed. Engage virtually with your community through video and phone calls. Take care of your body and talk to someone if you are feeling upset.

### **Stay Safe After a Pandemic**

Continue taking protective actions, like:

- Staying home when you are sick (except to get medical care).
- Following the guidance of your health care provider.
- Covering coughs and sneezes with a tissue.
- Washing your hands with soap and water for at least 20 seconds.

Be sure to evaluate your family emergency plan and make timely updates.

Work with your community to talk about the lessons you learned from the pandemic. Decide how you can use these experiences to be more prepared for future pandemics.



# SUSTAINABILITY & SOCIAL IMPACT AT YOUR BUILDING

---

As a company, all of us at Columbia are committed to making a positive impact on all our stakeholders and the communities in which we operate. We work to engage all those who work in our buildings in this process, and believe that, by working together to achieve our shared goals, we can reduce our collective negative impacts on the environment, create positive change, and build a more sustainable and equitable future.

We also take a comprehensive approach to ensuring our buildings are equipped to provide healthy, efficient, productive, and sustainable experiences across our portfolio. Through sustainability focused programs, green/clean services, and community engagement, we partner with our tenants to achieve environmental goals, encourage efficient operations and conservation of resources, and promote sustainable, healthy communities.

## SUSTAINABILITY, ENERGY CONSERVATION & GREEN SERVICES

### Operating Healthy Buildings

Columbia Property Trust is committed to pursuing a comprehensive approach to health and wellness at our buildings and to providing our tenants and their employees confidence that their buildings offer safe and supportive work environments.

University Circle has earned the following third-party recognition for best-in-class health, wellness, and safety programs at the building.

#### **Fitwel® Certification**

Fitwel is an industry leading building wellness health and wellness certification program developed by the U.S. Center for Disease Control and Prevention (CDC). Property features such as location, walkability and transit options, outdoor spaces, access to daylight and views of nature in workspaces, access to water supplies, fitness amenities, and other evidence-based criteria that create healthy, attractive work environments were assessed. To learn more about the Fitwel benchmarking program, visit [fitwel.org](http://fitwel.org).

## **LEED Platinum Certification**

Leadership in Energy and Environmental Design (LEED) is a green building certification program run by the U.S. Green Building Council (USGBC). LEED-certified buildings use less energy and water, put out less waste, save on maintenance costs, offer improved indoor air quality, and focus on health and wellness. To learn more about LEED certification, visit [usgbc.org](http://usgbc.org).

## **ENERGY STAR Certification**

The U.S. Environmental Protection Agency's (EPA) ENERGY STAR® program certifies properties that implement superior energy efficiency practices, follow responsible water usage, and reduce greenhouse gas emissions. ENERGY STAR-certified buildings use 35% less energy and cause 35% fewer greenhouse emissions than their peers on average. To learn more about the EPA's ENERGY STAR certification program, visit [energystar.gov](http://energystar.gov).

## **ENERGY STAR for Tenants**

Columbia is proud to have been recognized the Environmental Protection Agency's (EPA) ENERGY STAR program as an ENERGY STAR Partner of the Year. We invite all our tenant companies to join us in advancing the program's efforts to reduce energy and water usage and create more efficient operations at our buildings.

The best way you can join this effort is by participating in ENERGY STAR® Tenant Space, a new EPA recognition program for sustainability efforts in your leased office space. Energy efficient office spaces can lead to lower utility bills and fewer greenhouse gas emissions in our atmosphere.

New Legislation will soon require that tenants in many major cities like New York and Washington, D.C., report benchmarking and energy efficiency grading of their own office spaces. The ENERGY STAR® Tenant Space program is a great first step to meeting this requirement. Your Property Management Team is here to partner with you, provide guidance and answer questions. To learn more about the program, criteria, and tips on how to prepare, visit [www.energystar.gov/buildings/tenants/about\\_tenant\\_space](http://www.energystar.gov/buildings/tenants/about_tenant_space).

## **Tenant Compliance for Resource Management and Reporting**

Your assistance toward our goal of conserving energy and water and increasing efficiency is important. In addition to the obvious environmental benefits of energy conservation, your efforts can help to lower building operating costs.

Please help us reduce our energy and water usage by complying with the following suggestions for resource management, as well as any additional requirements that may be included in your company's lease language:

- Electricity consumed by lighting fixtures is the second-highest component of our buildings' total energy consumption (following HVAC-related use). Please turn your office lights off whenever you leave your office for a period of more than thirty minutes, and do not leave lighting turned on when departing your office for the evening.
- Turn off computer and printing equipment when not in use or set to the "sleep" setting.
- Turn off appliances and machinery such as coffee warmers, copiers, and coffee pots when not in use – grouping appliances onto power strips can make it easier to switch off those that aren't needed.
- Control your window coverings to maintain your office temperature. Close draperies/blinds during periods of direct sunlight and when departing your office for the evening. Your office will remain more comfortable, particularly after a weekend, if you use your draperies/blinds to insulate/screen the window area.
- Use ENERGY STAR-rated appliances and LED lighting whenever possible.
- Report any water drip or leak immediately to the Property Management Office, to help us reduce water losses.

### **Energy and Water Use Data**

Tenants are asked to share their energy and water use data with the landlord for use in reporting whole building performance data to ENERGY STAR Portfolio Manager, for purposes of compliance with local laws and tracking progress toward Columbia's energy efficiency goals.

In turn, Columbia provides all tenants access to the building's ENERGY STAR score via the Columbia Gateway mobile app. We also can provide additional select energy and water performance data to tenants upon request, for use in your company's own environmental tracking and reporting programs. To make such a request on your company's behalf, please contact the Property Management Office.

### **Our Green Cleaning Policy**

Columbia's comprehensive Green Cleaning program includes sustainable cleaning systems and products to maintain a clean and healthy indoor environment for all occupants and foster longevity and efficient performance of our facilities and materials.

We strive to coordinate cleaning with other basic environmental management strategies in place, including controlling pollution and waste by reducing consumables, limiting indoor-polluting activities, ventilating buildings to reduce indoor contaminants, and designing buildings and ventilations systems to optimize indoor air quality.

Our protocols require the use of cleaning products, hygiene supplies, and hand soaps and sanitizers that meet the applicable standards for Green Seal, UL Ecologo, EPA Safer Choice, or similar programs, and we are committed to minimizing environmental impacts by ensuring procurement of products that have reduced toxicity, conserve natural resources, energy, and materials, and maximize recyclability and recycled content. Our cleaning products and materials are regularly logged and audited, and we also provide regular training for our team members and service providers to help ensure full compliance.

At University Circle, we employ the following measures and products as part of our Green Cleaning program:

- Identifying and removing harmful contaminants such as particulates, mold spores, bacteria, and viruses from the environment
- Reducing exposure to cleaning processes and chemicals that themselves may cause adverse health impacts, either to the building occupants, including cleaning staff, or the environment at large
- Using low environmental impact cleaning products and equipment with dust/particulate control, including HEPA-filter vacuum cleaners and micro-fiber rags
- Procurement of eco-friendly, locally sourced products and cleaning agents
- Use of refillable, pre-diluted cleaning products and containers
- Microfiber rags and recycled content paper towels and toilet paper

## SOCIAL PROGRAMS

### Diversity, Equity, & Inclusion (DEI)

At Columbia, we believe that valuing individual differences, maintaining equality, and creating an environment of inclusion across all facets of our business is essential to our success. We embrace our responsibility to have a positive impact on the communities in which we operate and weave that obligation into the fibers of our business. To better understand our commitment, we invite you to visit the Responsibility section on our website, [www.columbia.reit](http://www.columbia.reit).

### Community Outreach

At University Circle, we pride ourselves in our involvement and partnership with local non-profit organizations to help support our neighbors and community. Our commitments include:

- Hosting job fairs for local businesses to reach community members.
- Provide assistance to children's education programs

- Sponsor community programs, aimed at helping the homeless, booster youth education, and support community programs
- Annual holiday toy-drive for local children/families