



# The Columbia Gateway Platform

*Services and Insights to Revolutionize Your Tenant Experience*

Columbia Property Trust, a national office building management company, created the app to help all of the people who work in our office buildings conveniently connect with the community around them. People in our buildings use the app to add convenience to every part of their daily routine and provide a complete tenant experience solution to help connect their team.

## Meeting the changing needs of the modern workforce

Today's tenants face a growing set of challenges. How do you attract top talent, create an exciting and safe workplace, and enable your staff to connect, collaborate, and drive productivity?

## Simplify the Day in the Life of a Tenant with Columbia Gateway

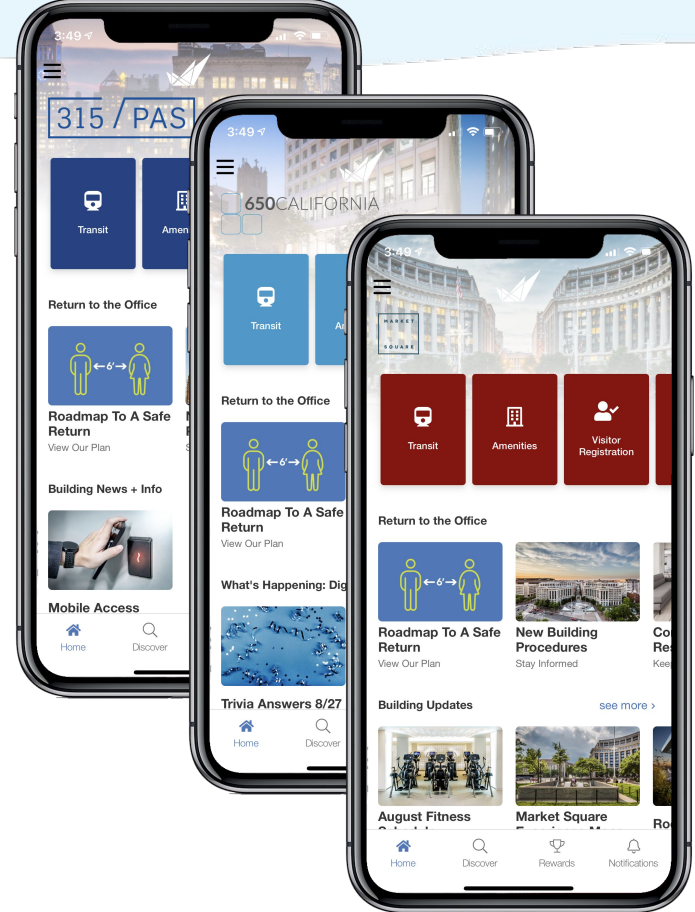
Simply put, with Columbia Gateway, your employees get an intuitive mobile app that connects them to their office building. The building app becomes the one place to access conveniences, onsite retail including food and beverage, local services, transit, and amenities like never before.



# Columbia + HqO =



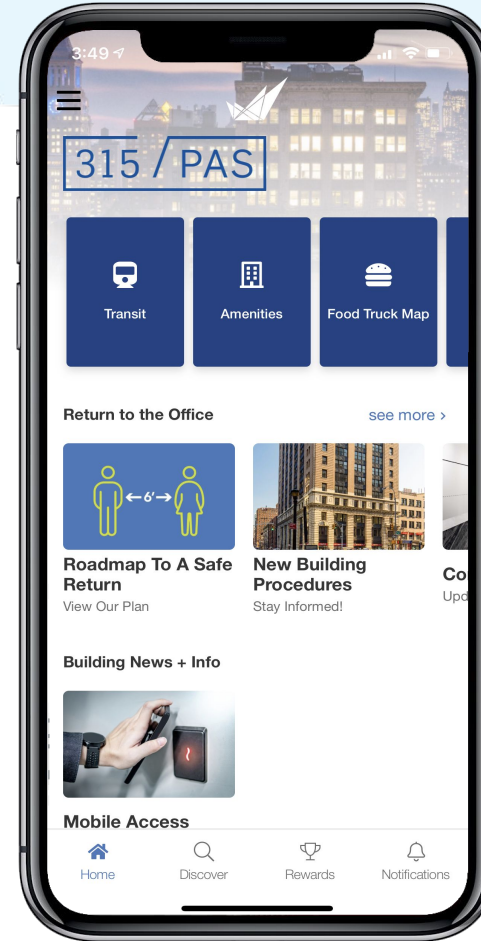
**Columbia Gateway** is a tenant experience app that serves as a remote control for each Columbia property, connecting building tenants with the community and amenities around them while bringing convenience to their everyday lives.



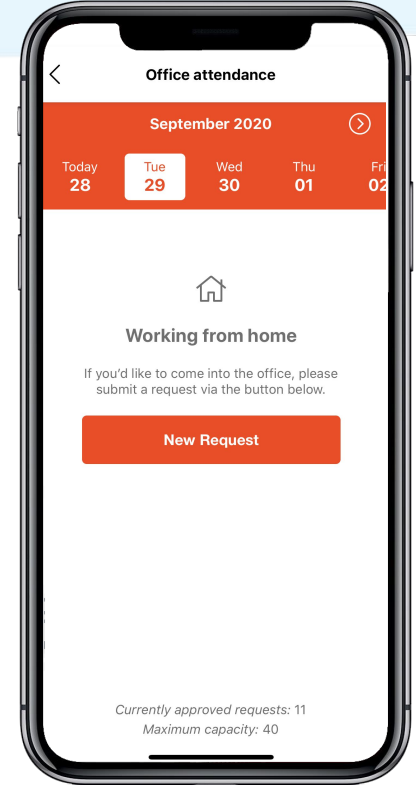
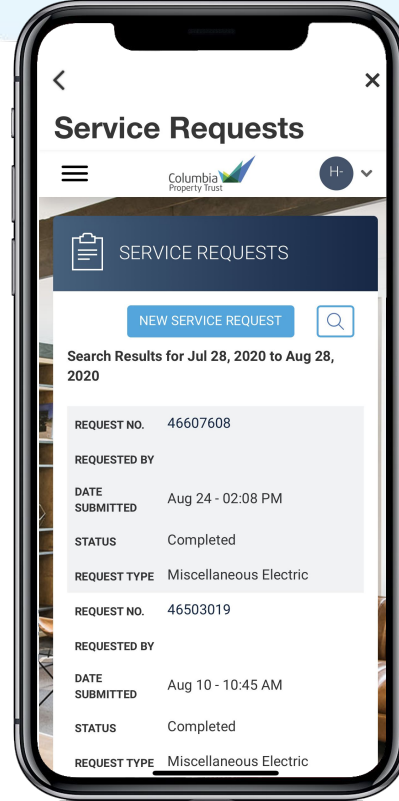
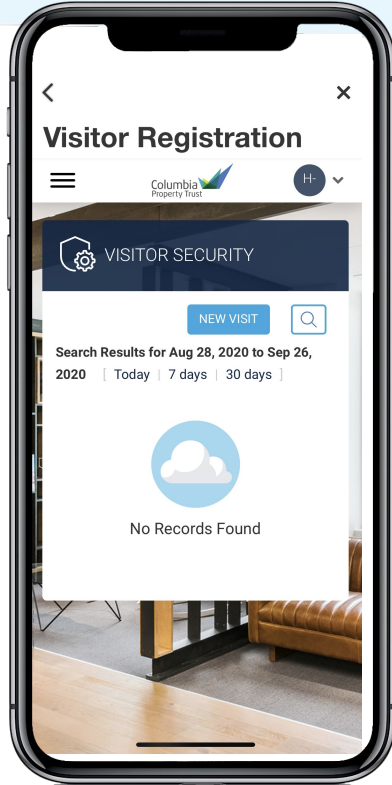
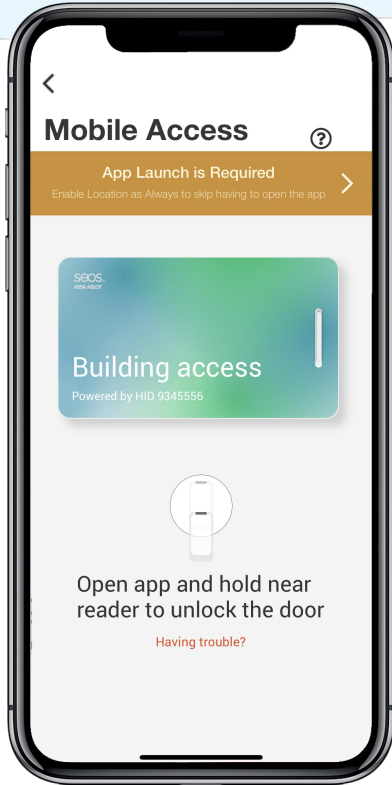
# Columbia Gateway Features



- All in the palm of your hand
  - Transit Guide
  - Local Weather
  - Building News and Communications
  - General Building Info
  - Neighborhood Guide
  - Amenity Listing and Scheduling
  - Weekly Digital Content
  - Columbia Perks
  - Deals and Mobile Ordering
  - Notifications and Alerts



# Additional Functionality and Integrations



# Tenant Experience Pillars



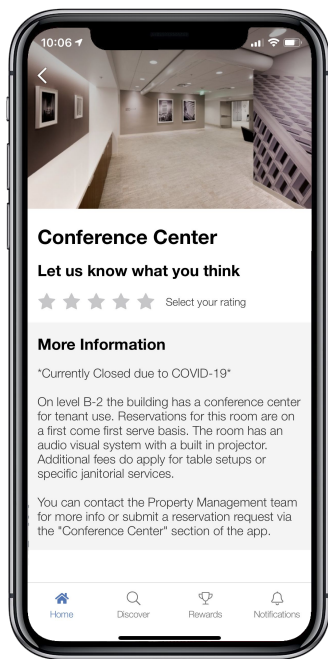
## Pillar: Convenience

### What is it?

Retail and building services that provide tenants with essential offerings & services.

### Examples:

Community spaces, mail services, onsite bank/atm, resource booking, WiFi/AV



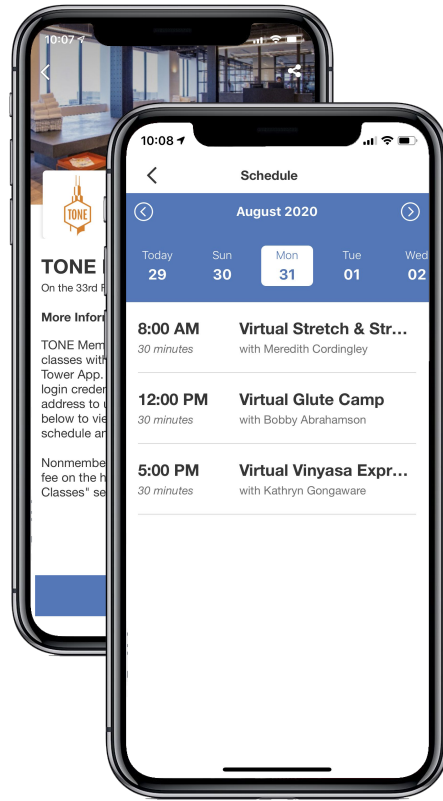
## Pillar: Wellness

### What is it?

Property's environment and services that contribute to a healthy workplace.

### Examples:

Beauty Services, Health services, Fitness offerings, Wellness booking



# Tenant Experience Pillars



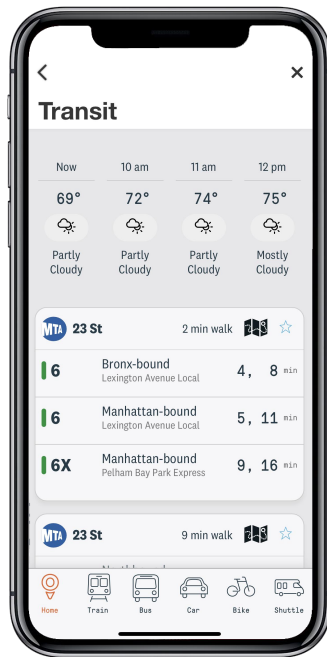
## Pillar: Mobility

### What is it?

Includes every element of getting to, from, and about a property.

### Examples:

Building shuttle, Public transportation, parking options, property maps, bike share



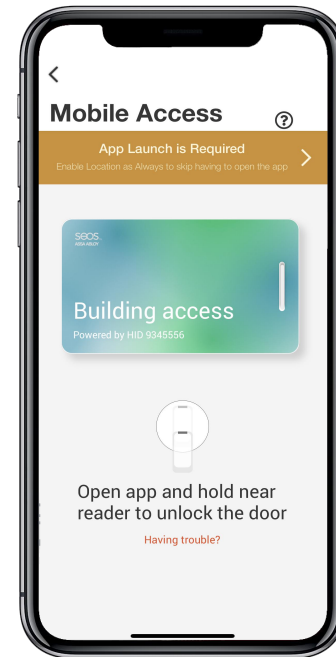
## Pillar: Security

### What is it?

Includes every element of ensuring tenant safety at a property.

### Examples:

Mobile access controls, visitor management, Safety notifications, cleaning procedures



# Tenant Experience Pillars



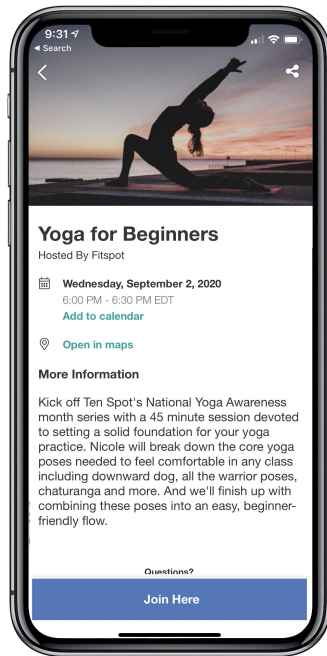
## Pillar: Entertainment

### What is it?

Event programming, educational offerings, and content services.

### Examples:

Tenant Events, Classes, Speaker Series, Event Spaces, Art/Immersive Experiences



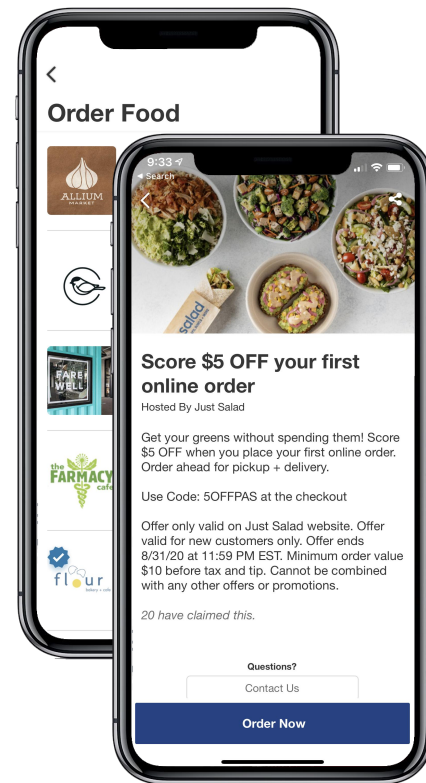
## Pillar: Food & Beverage

### What is it?

Everything from mobile order ahead to in-house & neighborhood food and beverage retailers.

### Examples:

Mobile order ahead, food trucks, vending machines, onsite dining options, deals & rewards, food delivery



# Tenant Experience Pillars



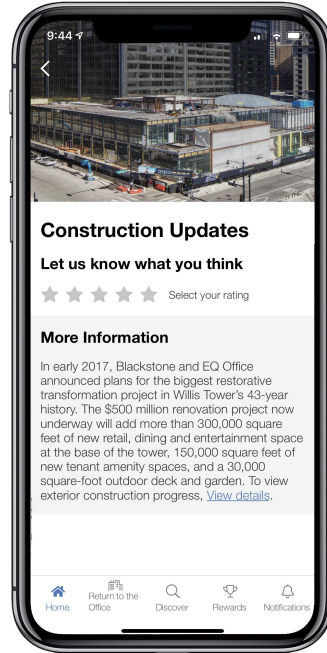
## Pillar: Accessibility

### What is it?

The practice of making your property as usable by as many people as possible.

### Examples:

Access Handbook, Assistive Technology, Inclusion Strategies, Wayfinding



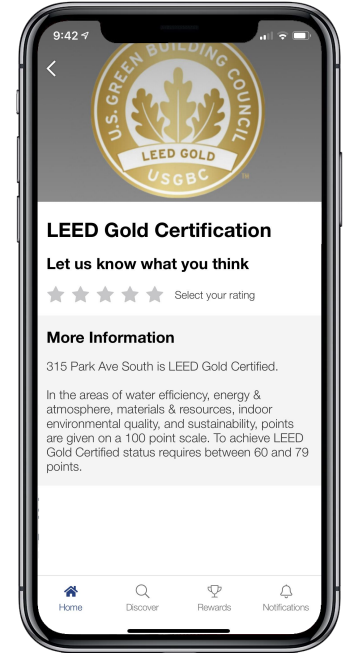
## Pillar: Sustainability

### What is it?

Property's ability to make tenants socially, economically & environmentally conscious.

### Examples:

HVAC , Recycling, Green certifications, Charity/Social Good, EV Charging





To download, scan the QR code with your phone or search for "Columbia Gateway" in your app store.

*Please note you will need to sign up using your work email address.*



# Office Capacity Manager



**Return to Office Solution**

**HqO**

# Office Capacity Manager



## Introducing Office Capacity Manager

Office Capacity Manager allows you to easily manage the number of employees that may come into the office on any given day. As employees request access to your space, they can provide additional information about their department, the reason for the request, and the priority of the request. The Capacity Manager will help ensure your company is maximizing your space to help facilitate a safer return for all of your employees. All information is private and controlled by your appointed staff.

## Key Capabilities

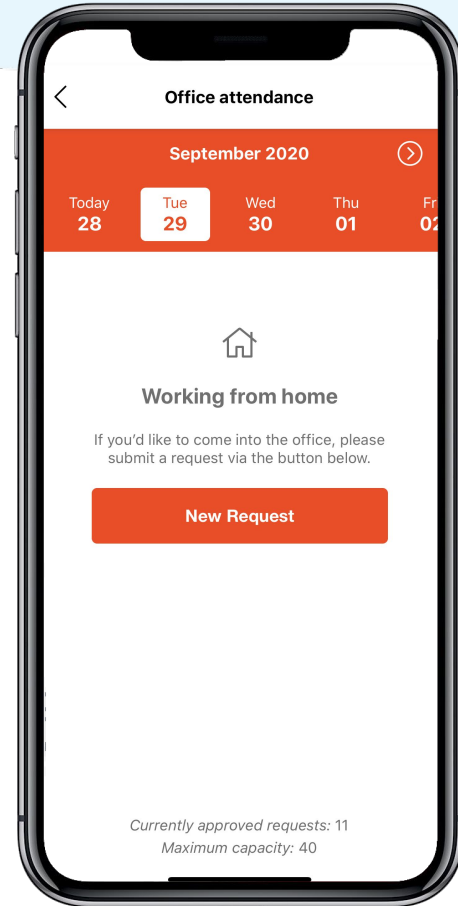
- Submit in-office requests for any day of the upcoming week
- Employees assign a priority to each request
- Outline office and building safety terms & conditions
  - Guidelines can be customized to your company procedures
- Company Admins can manage requests through a centralized dashboard
- Freely adjust and track office capacities
- Enable contact tracing

# How does it work?



## For employees

1. Select “New Request” for any day of the upcoming week



# How does it work?



## For employees

### 2. Assign priority to specific requests

- a. **High:** Attendance is necessary on this day
- b. **Medium:** Attendance is helpful, but not necessary
- c. **Low:** Attendance is just a preference

### 3. Add the reason for your request and your department

A smartphone mockup displaying the 'Attendance request' form. The screen shows the following fields and options:

- Date:** 10-01-2020
- Arrival time:** 9:00 PM
- Priority:** Three radio button options: 'Low' (Low priority), 'Medium' (Medium priority), and 'High' (High priority). The 'Medium' option is selected, indicated by a red dot.
- Reason for request (optional):** A text input field containing the word 'Test'.
- Agree to terms:** A grey button at the bottom of the form.

# How does it work?



## For employees

### 4. Agree to customizable company terms & conditions

- Ensure only healthy individuals return to the office
- Educate employees on potential symptoms and warning signs of infection

The image displays two smartphone screens side-by-side, both showing the 'Attendance request' form. The left screen shows the 'Agree to terms' button, and the right screen shows the 'Submit Request' button.

**Attendance request**

Test

**Terms**

**I agree** ☒  
Please review attendance terms. By agreeing, you are stating that you have no symptoms of COVID-19 and understand all risks.

**I agree** ☒  
I certify that if I develop any COVID-19 symptoms between now and the time I leave for the office, I will not go into the office and I will notify Human Resources.

**I agree** ☒  
I have chosen voluntarily to return to the office. I understand that HqO is continuing to allow its employees to work 100% remotely, but I prefer to work in the office.

**I agree** ☐  
I certify that I have not had any COVID-19 symptoms, including fever, chills, muscle pain, headache, sore throat, new loss of taste or smell in the last 24 hours; have not been...

**Agree to terms**

**Attendance request**

Test

**Terms**

**I agree** ☒  
Please review attendance terms. By agreeing, you are stating that you have no symptoms of COVID-19 and understand all risks.

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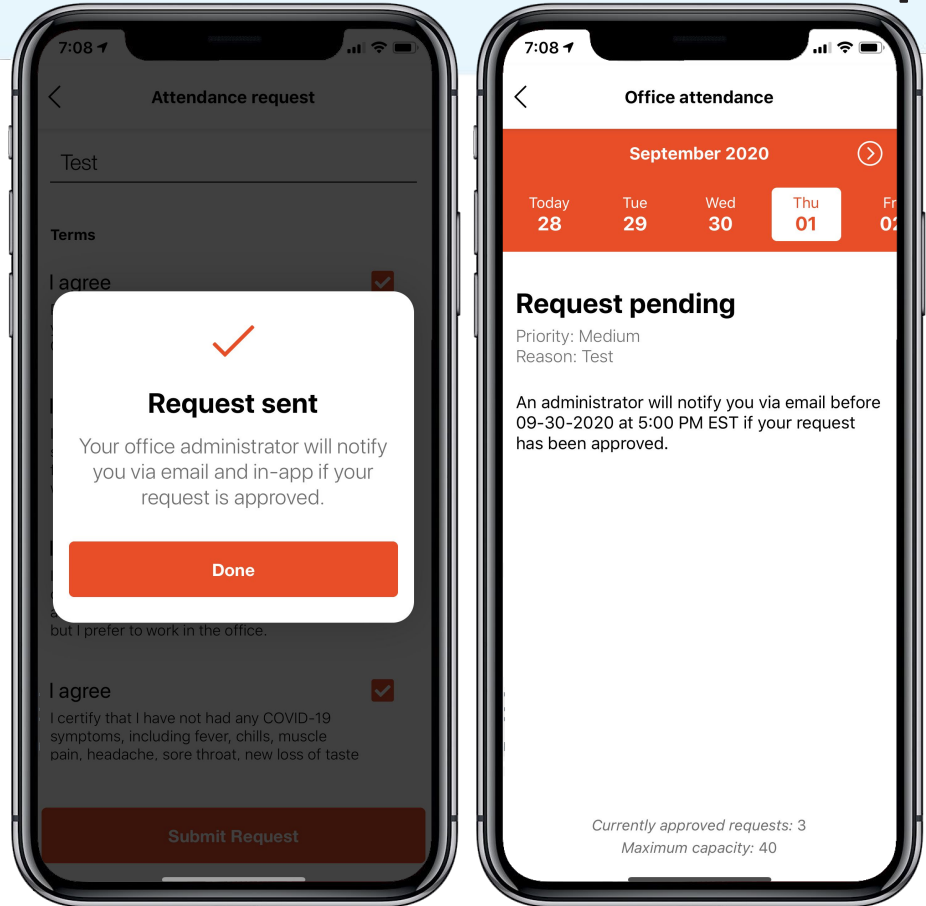
**Submit Request**

# How does it work?



## For employees

### 5. Submit your request!



# How does it work?



## For administrators

1. Customize your terms based on your company policies
2. Set the capacity for your office

\*any reference to “HqO” will be replaced by your company’s name

### Capacity Management

Requests Terms

\*\*\* You are editing the attendance terms for HqO \*\*\*

#### Capacity management attendance terms

Add the terms and conditions users must sign to use capacity management features

Agreement Term #1 \*

I certify that if I develop any COVID-19 symptoms between now and the time I leave for the office, I

*Users must agree to this specific term to use the feature*

Agreement Term #2 \*

I have chosen voluntarily to return to the office. I understand that HqO is continuing to allow its emp

*Users must agree to this specific term to use the feature*

Agreement Term #3 \*

I certify that I have not had any COVID-19 symptoms, including fever, chills, muscle pain, headache, s

*Users must agree to this specific term to use the feature*

Full agreement terms/policy \*

As an HqO employee returning to the office, I acknowledge that I have read the HqO Return to Office Protocol in its entirety and agree to comply with its terms. I understand and agree to the following terms.

*Users must agree that they have read the above text to use the feature*

Save Attendance Terms

# How does it work?



## For administrators

### 2. Manage requests through an online portal

- Accept or deny employee requests based on priority
- Receive a capacity notification when requests exceed capacity restrictions

#### Capacity Management

Requests

Terms

Total office capacity

40

Save

*This number calculates available approvals*

##### Requests

Date	Name	Priority	Arrival	Dept	Reason	Status	Actions
09/28/20	Brendan DeStefano	Medium	08:39 am			● Approved	✓ ✕
09/28/20	Zach Driscoll	Low	09:00 am	Marketing	Change of scenery	● Approved	✓ ✕
09/28/20	Amanda Ducie	Low	09:00 am			● Approved	✓ ✕
09/28/20	Russell Chase	Low	08:33 am	Sales	Sales	● Approved	✓ ✕

Capacity counter: 4 / 40 accepted

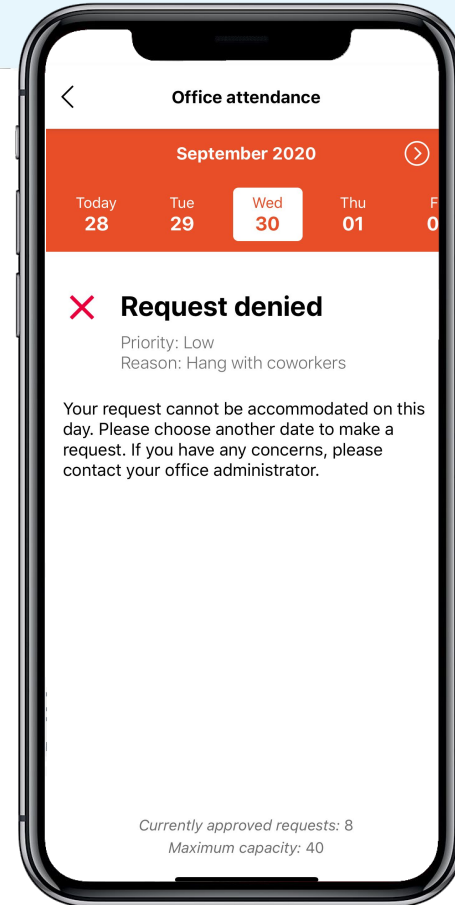
# How does it work?



## For administrators

### 3. Enable contact tracing

- a. Alert staff if an in-office employee tests positive for COVID-19
- b. Information will be kept private and anonymized to all users outside of administrators



# User Guide: Office Capacity Manager

The Office Capacity Manager, is designed to facilitate a safe return to work for you and your employees by managing the number of employees that come to the office on a given day. Employees can request to come into the office via the Columbia Gateway app. When employees make a request, they must provide additional information – like which department they work in, the reason for the request, and the priority of the request – which will help you manage office capacity.

## How does it work?

### For employees:



1. Email your Property Manager that you are interested in the Capacity Manager feature
2. Click your company's capacity manager post
3. Select "New Request" for any day of the upcoming week
4. Assign priority to specific requests:
  - **High:** Attendance is necessary on this day
  - **Medium:** Attendance is helpful, but not necessary
  - **Low:** Attendance is just a preference
5. Add the reason for your request and your department
6. Agree to building and company terms & conditions
  - Ensure only healthy individuals return to the office
  - Educate employees on potential symptoms and warning signs of infection
7. Submit request

A screenshot of the Columbia Gateway app's 'Attendance request' form. The form is displayed on a mobile device screen with a status bar at the top showing 'HqO', '9:41 AM', and '100%' battery. The form has a back arrow at the top left and the title 'Attendance request' at the top right. The fields include: 'Date' (01-31-2020), 'Arrival time\*' (9:00 am (est)), 'Priority' (High, Medium, Low) with radio buttons, 'Reason for request (optional)' (Client meeting at the office.), 'Your department (optional)' (Tap to enter), and 'Terms' (I agree, with a checked checkbox). A 'Submit request' button is at the bottom.

Attendance request

Date

01-31-2020

Arrival time\*

9:00 am (est)

Priority

High  
Attendance is necessary on this day.

Medium  
Attendance is helpful, but not necessary

Low  
Looking for a change in scenery.

Reason for request (optional)

Client meeting at the office.

Your department (optional)

Tap to enter

Terms

I agree

Please review [attendance terms](#). By agreeing, you are stating that you have no symptoms of COVID-19 and understand all risks.

Submit request

# User Guide: Office Capacity Manager

## For Administrators:

### 1. Manage requests in Columbia Gateway's HqOS Dashboard

- Accept or deny employee requests based on priority
- Receive a capacity notification when requests exceed capacity restrictions

### 2. Enable contact tracing

- Alert tenants if an in-office employee tests positive for COVID-19

The screenshot displays the HqOS Capacity management interface. On the left is a dark sidebar with the HqO logo and navigation links for 'APP', 'HqO Portfolio The Tower', and 'Capacity management'. The main content area is titled 'Capacity management' and includes an 'ADD REQUEST' button. Below the title are tabs for 'Requests' and 'Attendance terms'. A 'Total office capacity' section shows a value of '4' with a 'Save' button and a note: 'This number calculates available approvals'. The 'Requests' table lists employee requests with columns for Date, Name, Priority, Arrival, Dept, Reason, Status, and Approve or Deny. The table shows 10 requests, with 5 approved and 5 denied. A capacity counter at the bottom right indicates '5 / 5 accepted'.

Date	Name	Priority	Arrival	Dept	Reason	Status	Approve or Deny
06/07/20	Jane Cooper	High	07:38 am	Product	Board meeting/call	Pending	✓ ✗
06/07/20	Wade Warren	High	05:14 pm	Sales	Important sales pitch	Pending	✓ ✗
06/07/20	Esther Howard	Low	11:27 pm	Marketing	Change in scenery!	Approved	✓ ✗
06/07/20	Cameron Williamson	Medium	01:55 pm	Engineering	Collab workshop	Approved	✓ ✗
06/07/20	Cameron Williamson	Medium	01:55 pm	Engineering	Collab workshop	Approved	✓ ✗
06/07/20	Cameron Williamson	Medium	01:55 pm	Engineering	Collab workshop	Approved	✓ ✗
06/07/20	Brooklyn Simmons	Medium	01:55 pm	TeX	Client workshop	Denied	✓ ✗
06/07/20	Brooklyn Simmons	Medium	01:55 pm	TeX	Client workshop	Denied	✓ ✗
06/07/20	Brooklyn Simmons	Medium	01:55 pm	TeX	Client workshop	Denied	✓ ✗
06/07/20	Brooklyn Simmons	Medium	01:55 pm	TeX	Client workshop	Denied	✓ ✗

Capacity counter: 5 / 5 accepted

## Questions?

Email your Customer Success Manager or [support@hqo.co](mailto:support@hqo.co)