

Going above
and beyond
to ensure
your safety



Preparedness is key

Nucleus Office Parks is present across 3 key metros in India which are Delhi NCR, Chennai and Mumbai and each has a tailored plan of action with tenants, occupants and visitors in mind.

We are ready to welcome you.



QUAISER PARVEZ,
Chief Executive Officer

Nucleus Office Parks has always endeavored to create a world-class working environment at all its Office Parks. With the reopening of offices post the lockdown, we are working tirelessly towards ensuring your safety and business continuity and that we continue to provide the finest working spaces.

To create a suitable plan for welcoming you back, we at Nucleus Office Parks convened a COVID-19 Team and evaluated certain aspects of our operations to ensure your safety and convenience. In consultation with medical consultants, real estate leaders and technical experts, we have formulated various measures to be followed across our assets to mitigate the spread of the virus. These include:

- **Enhanced disinfection/sanitation procedures**, with a special focus on **high-frequency touchpoints**.
- Common area **social distancing strategies** supported by **reminders to follow protocols**.
- **New elevator procedures** to manage entry and exits and **limited passenger capacity**.
- **PPEs for all building facilities teams** including protective masks.
- **Support for personal hygiene** with readily available hand sanitizer.
- **Enhanced building-wide communication** with **prompt case reporting to occupiers**.
- **Collaboration with tenants on de-densification** of the workplace and employee-specific strategies.
- **Launch of NOP and One BKC app** to build a **seamless, contactless and safe experience for our occupiers** while entering the Park, inviting visitors or even ordering food.

All these measures are likely to help us fight against COVID-19 and help businesses to continue working at our assets. All occupiers are encouraged to utilize the SOPs and educate and train their respective employees/staff/agents on the processes that will be part of the new normal that we are all getting used to.

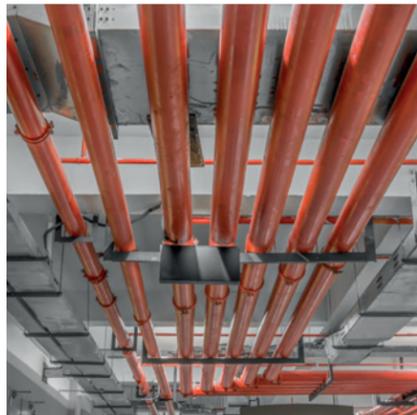
The comprehensive SOPs serve as ready reckoners to deal with certain situations, thus helping to collectively maintain a safe environment for employees and visitors alike and security for each person walking into any of our Parks.

We look forward to everyone's continued cooperation and diligence.



We continued to care for our buildings and essential workers while operating at a reduced capacity. Guided by our premier standards, we have taken the following actions to not only keep buildings operational, but also ensure that your return is safe.

- Provided comprehensive cleaning and disinfection as needed to maintain building readiness.
- Monitored and maintained each property's indoor air quality profile.
- Operated all plumbing system fixtures to maintain water quality.
- Strategically installed hand sanitizer stations throughout common areas.
- Installed signage that provides social distancing guidance and/or instructions.
- Continued to maintain Fire Life Safety procedures including planning for fire drills with social distancing measures in place.



Ensuring safety for all

As we continue a clean and conscious journey together, there will be actions each of us can take to create a comfortable and safe environment for all.

- If arriving by public transit, remember to use hand sanitizer before you reach the building.
- Utilize contactless entry and proximity readers at lobby and parking entrances.
- Masks are mandated at most common areas. Please secure the mask before entering the building.
- In some cases, property management will conduct health and temperature screenings.
- Be mindful of social distancing guidelines in common areas, elevators, stairwells and pathways.
- Use hands as little as possible while opening doors.
- Security team members and building personnel will be wearing PPE for added protection.
- Lobby furniture may be removed or reconfigured to support social distancing and limit common area congregation. Some amenities may be temporarily closed or reconfigured.
- Pay attention to signage for important reminders.



Secure arrival protocols for you

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

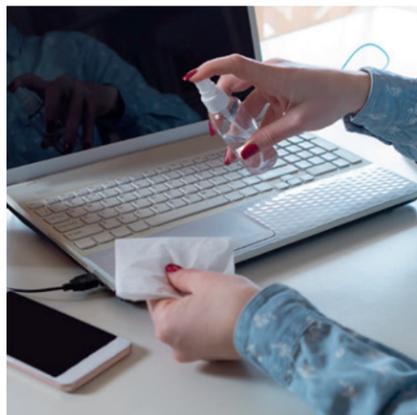
- Utilize hand sanitizer stations.
- Know that elevator call buttons will be sanitized on a frequent basis.
- Follow reduced queuing etiquette and elevator occupancy guidelines.
- Respect your building-specific protocol as noted on signage or directed by building staff.
- Be patient if you experience delays, but know you are supporting better health for all during this period.
- Once you arrive on your floor, use hands as little as possible while opening doors.



Controlled re-entry to your building

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

- Know that enhanced cleaning protocols have been activated on your floor, including restrooms.
- Continue to wear masks, if mandated.
- Respect social distancing guidelines while navigating your suite with co-workers.
- Utilize video conferencing to limit in-person meetings.
- Adhere to new conference room seating limits and disinfect table and equipment before and after every meeting.
- Respect your suite-specific protocols such as one-way traffic flows.
- Be mindful of congregating in common areas, kitchens and collaborative spaces.
- Limit visitors and guests, if possible.
- Clean your personal workspace with disinfecting wipes frequently.



Activating responsibility, responsibly

The health and well-being of our employees, tenants and partners is our top priority. We have implemented a number of safety measures at Nucleus Office Parks to promote your safe return. You will notice the following changes upon returning to the office:

- Enhanced disinfection standards remain in place.
- Hand-sanitizer stations will be available at strategic touchpoints.
- We maintain stringent air quality standards including increasing fresh outside air and exhaust throughout the building, which improves ventilation.
- Signage and graphics are placed to assist in maintaining physical distance and pedestrian traffic direction.
- Building staff will be wearing PPE and when possible, we will manage service requests with no contact or during off-hours.
- Property management will continue to follow established case reporting and communication protocols.
- When open, our conference centers, common areas, amenities and coworking spaces will operate at reduced capacities or with revised configurations to respect social distancing guidelines.
- As always, we will stay closely partnered with our tenants, guests and vendors.



Promoting well-being



Collaborative engagement

In early March, we activated our comprehensive pandemic plan which we update regularly. We also began taking mitigation steps including cleaning high-touch points and surfaces more frequently and stocking up on personal protective equipment, hand sanitizer, and government approved disinfectants.

Many of our services are provided by third parties who continue to work with Nucleus Office Parks to ensure that we service you with the most dynamic, up-to-date information and procedures.

Housekeeping

Housekeeping team will continue enhanced cleaning by disinfecting high-touch point and travel areas.

Our housekeeping teams, using Nucleus Office Parks' industry-leading standards, are expanding their efforts even further. They are hyper-focused on sanitizing common areas like points of entry, lobbies, elevators and washrooms with even greater frequency and care.

Active fumigation effort is being taken to disinfect all common areas.



Security

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

Delivery Services and Loading Dock

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

Parking/Valet

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





Practicing caution

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



Signage

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

Common Area Management

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

Elevators

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

Restrooms

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

Water and Plumbing

Water supply system has been kept operational. Drinking water quality is maintained as per potable standard.



Ventilation

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

Building Response to Tenant Requests

Social distancing will be maintained.

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

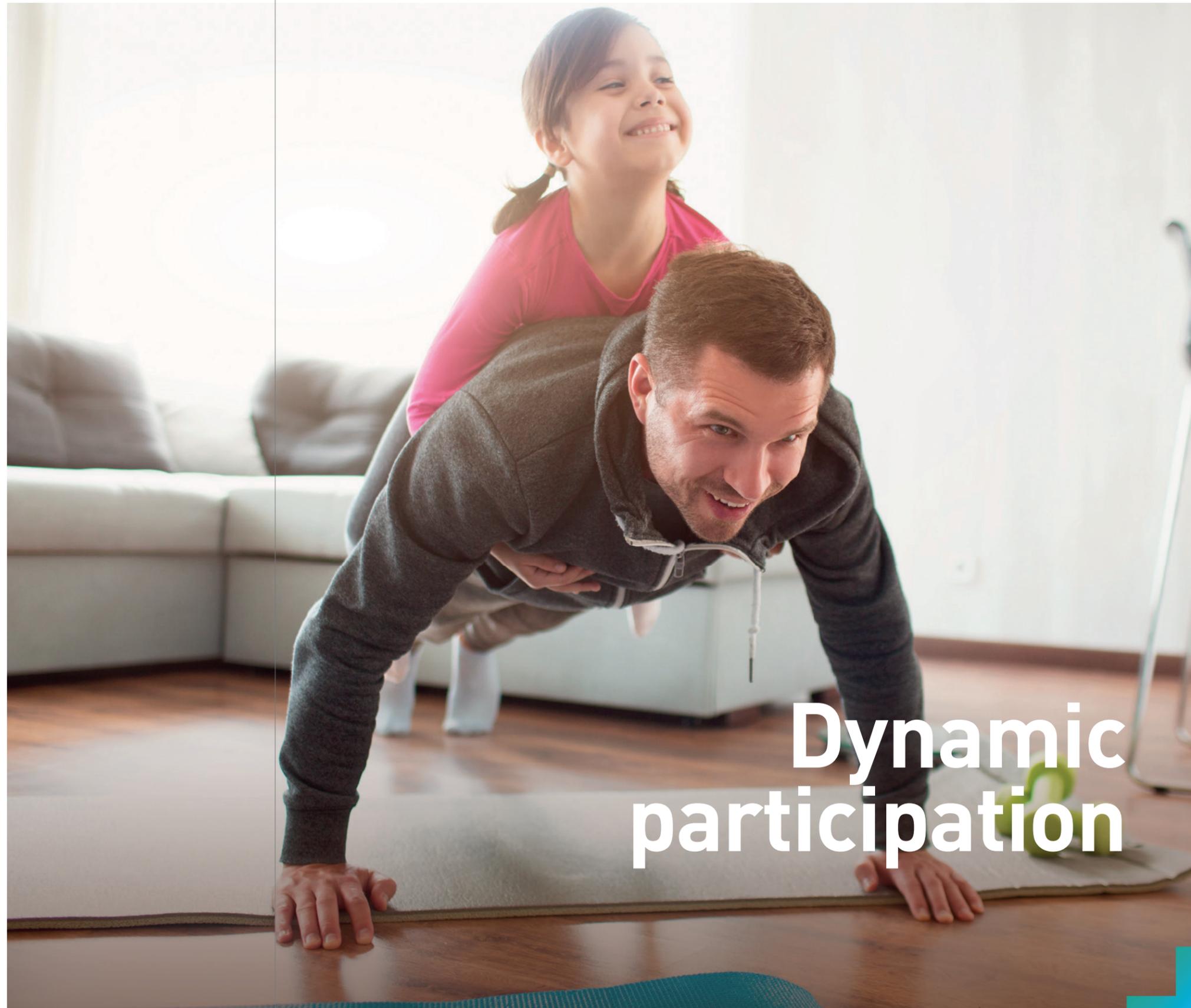
Building staff will avoid social interaction with tenants.

Follow-up calls for tenant requests will be performed remotely.

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

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

- Be mindful of your own and others' well-being.
- If you have any symptoms, even mild, stay home.
- Wash or sanitize your hands frequently.
- Clean your immediate work area frequently.
- Wear a masks if mandated.
- Be aware of your own and others' personal space.
- Pay attention to signage and follow procedures.
- Be kind and exercise empathy as we navigate this new normal together.
- Do not shake hands.
- Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
- Do not touch your eyes, nose, and mouth with unwashed hands.



Dynamic participation



Prioritizing empathy

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

Consider reoccupying the building in phases, particularly for large tenants. This will ease the load while on-boarding new protocols such as social distancing.

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

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

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

Emphasize that employees must stay home if sick.

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

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

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



Looking Ahead

We have teamed with the best partners and consultants in the industry to generate insights.

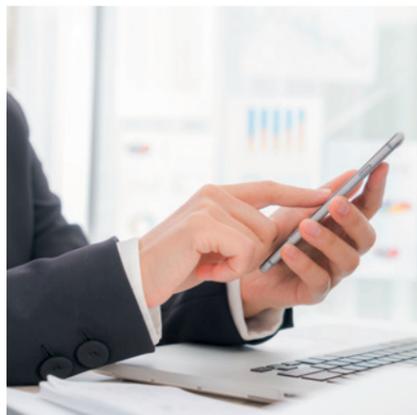
From all of us at Nucleus Office Parks and our investor partners, we want our tenants and clients and their employees and visitors to know that we are here for you.

In a touchless world, we like to stay in touch. With the launch of the Nucleus Office Parks and One BKC apps we ensure that you are informed, you and your teams are engaged, there is convenience at your fingertips and most of all that you are safe.

Some of the features that will be available through the app:

- Visitor Management System
- Service Requests
- Pre-ordering of meals from the food court
- Contactless Delivery
- Emergency Hotline
- FAQs
- Surveys
- Updates

We will shortly add over 30+ micro services to maximize tenant engagement, employee productivity and the happiness index of your work space.



Building a connected space

Nucleus COVID-19 Response Team

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



Enhancing
expertise

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The licensees/owners/occupiers should set-up their own independent SOPs for operations, which are in consonance with the directives and/or instructions issued by the government(s) from time to time ("**Government Directives**") and Nucleus office Parks is not responsible for the same.

Neither Nucleus Office Parks nor any of its directors, officers, employees, agents and/or advisors will be responsible for verification or monitoring or implementation of any of the Government Directives, and the responsibility for implementation of the Government Directives shall solely be that of the licensees/owners/occupiers.

Nucleus Office Parks reserves the right to amend/modify and/or introduce and/or discontinue any and all of the steps/measures specified herein without any notice or at a short notice.

This presentation is meant only for your information.