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

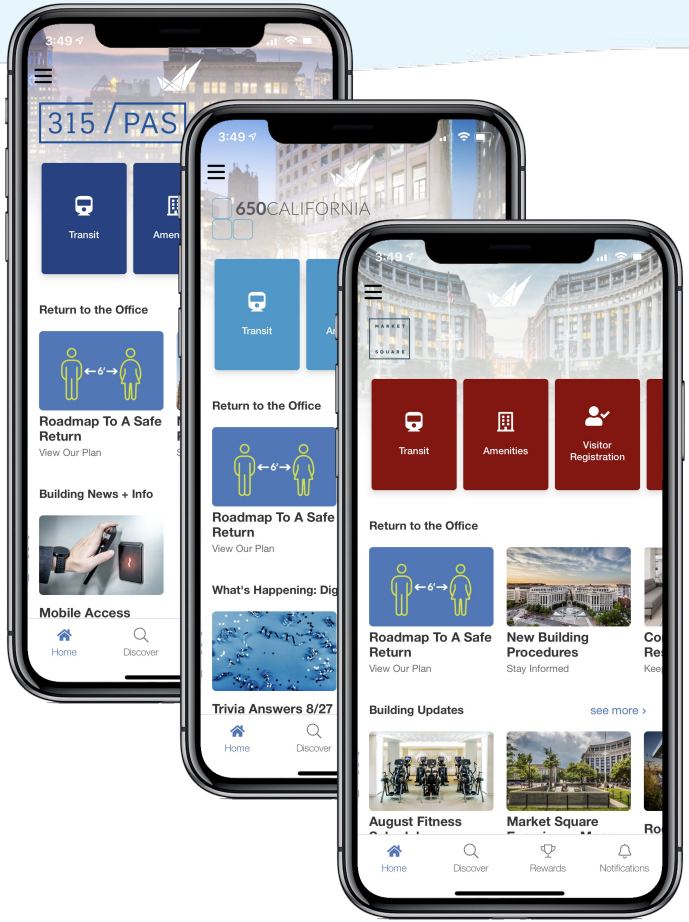
Today's tenants face a growing set of challenges. How do you attract top talent, create an exciting and safe workplace, and enable your staff to connect, collaborate, and drive productivity?

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.

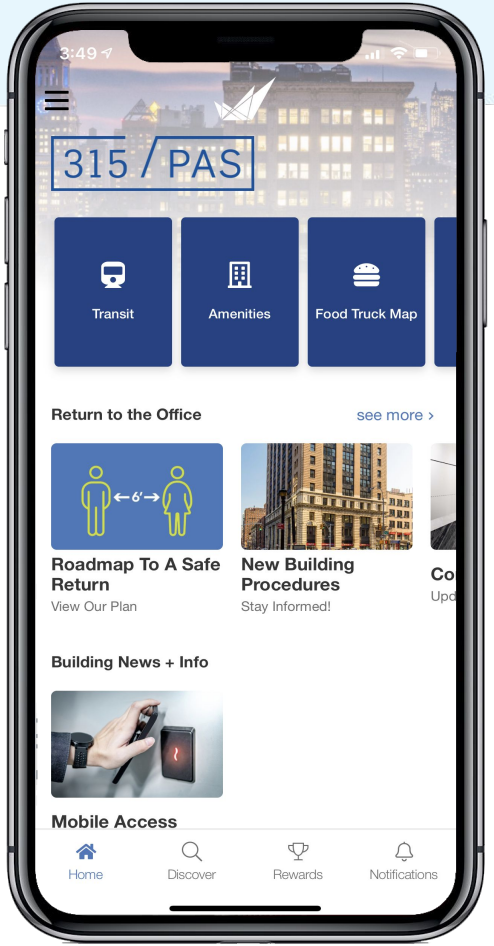
Columbia + HqO =

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.

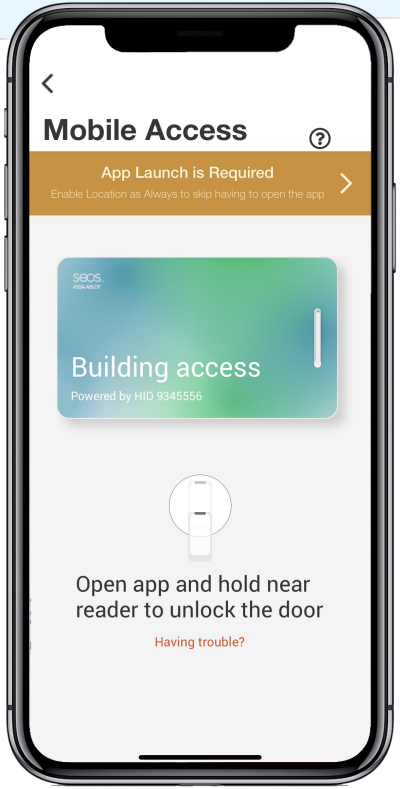


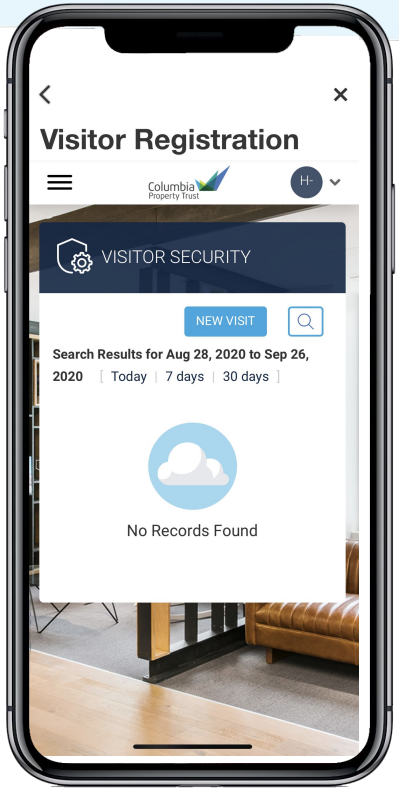
Columbia Gateway Features

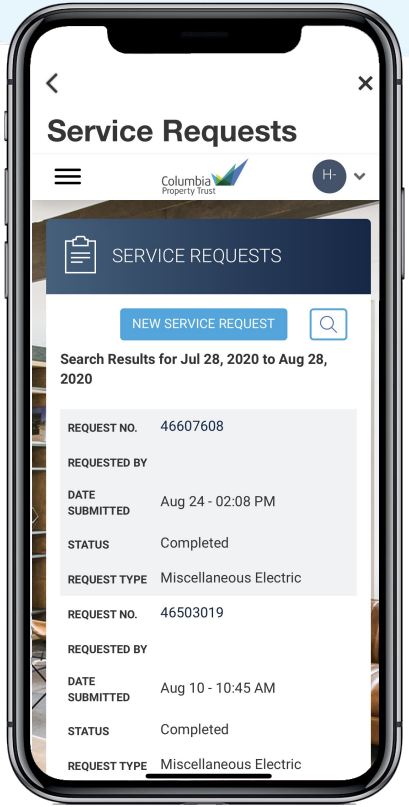
- All in the palm of your hand
  - Transit Guide
  - Local Weather
  - Building News and Communications
  - General Building Info
  - Neighborhood Guide
  - Amenity Listing and Scheduling
  - Weekly Digital Content
  - Columbia Perks
  - Deals and Mobile Ordering
  - Notifications and Alerts

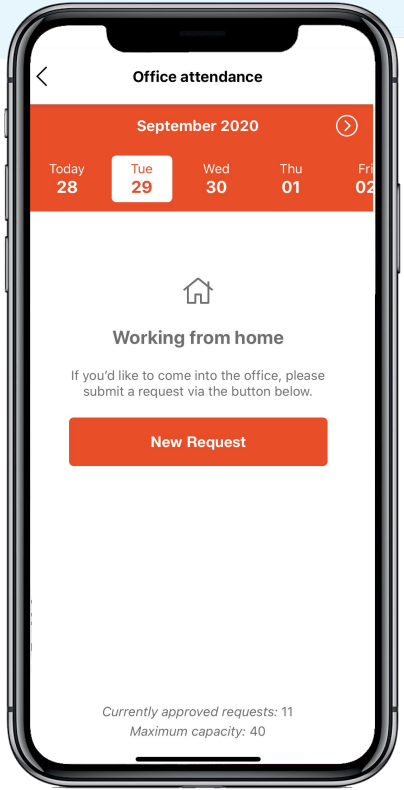


Additional Functionality and Integrations







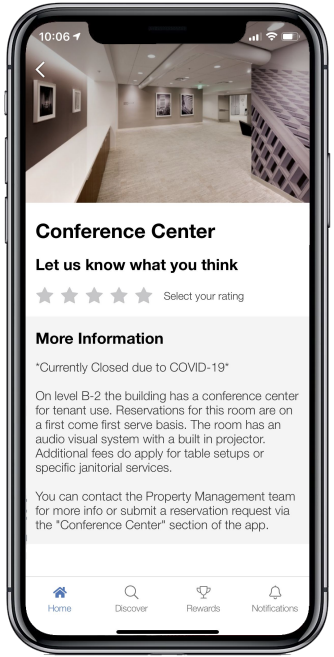


Tenant Experience Pillars

Pillar: Convenience

What is it?
Retail and building services that provide tenants with essential offerings & services.

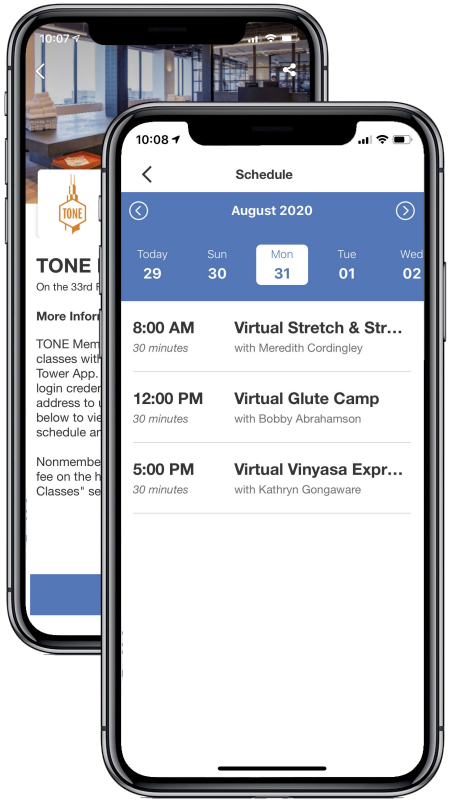
Examples:
Community spaces, mail services, onsite bank/atm, resource booking, WiFi/AV



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

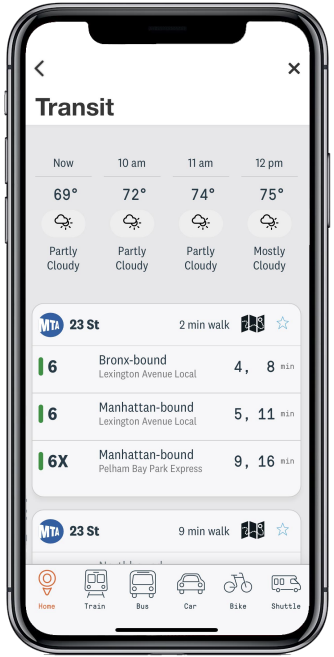


Tenant Experience Pillars

Pillar: Mobility

What is it?
Includes every element of getting to, from, and about a property.

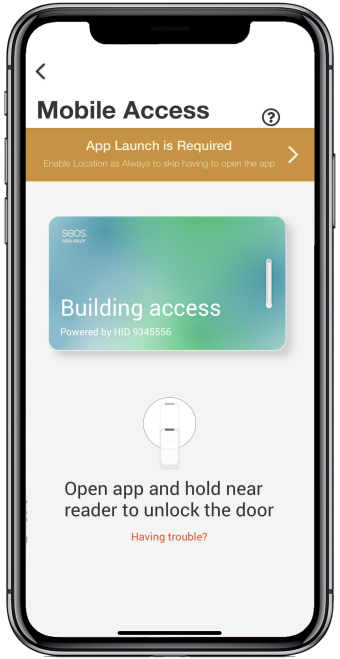
Examples:
Building shuttle, Public transportation, parking options, property maps, bike share



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

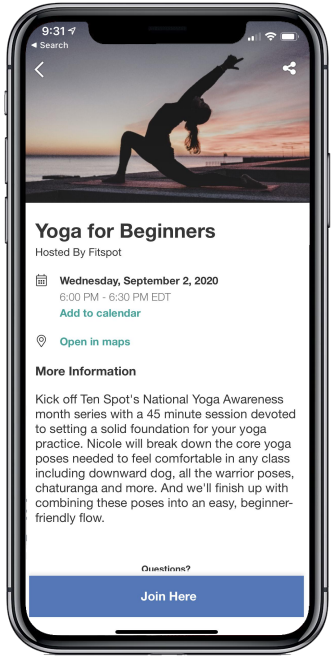


Tenant Experience Pillars

Pillar: Entertainment

What is it?
Event programming, educational offerings, and content services.

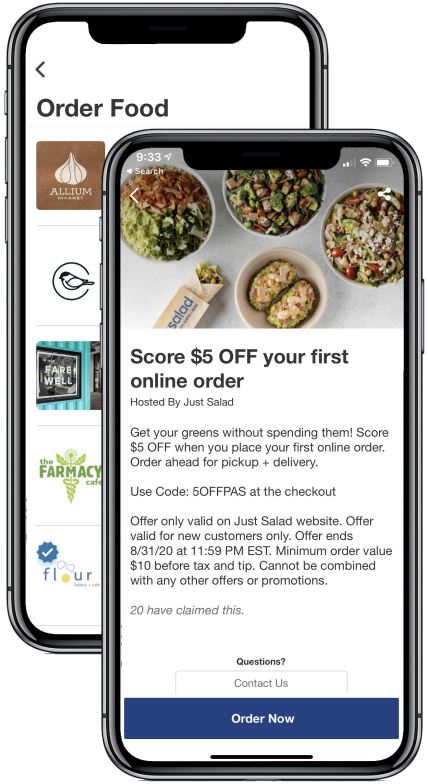
Examples:
Tenant Events, Classes, Speaker Series, Event Spaces, Art/Immersive Experiences



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

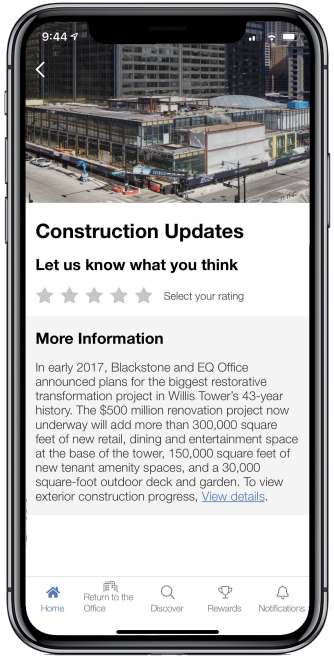


Tenant Experience Pillars

Pillar: Accessibility

What is it?
The practice of making your property as usable by as many people as possible.

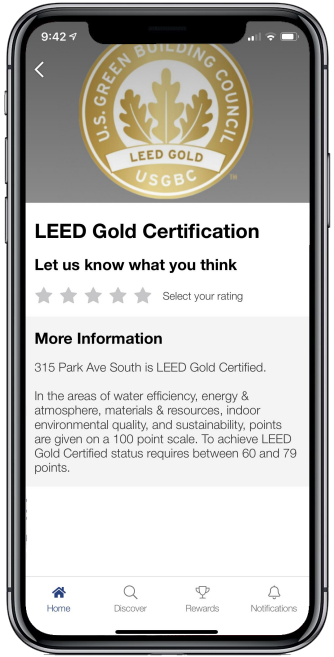
Examples:
Access Handbook, Assistive Technology, Inclusion Strategies, Wayfinding



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



Columbia GATEWAY

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.

GET IT ON Google Play

Download on the App Store

Office Capacity Manager

Columbia GATEWAY

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.

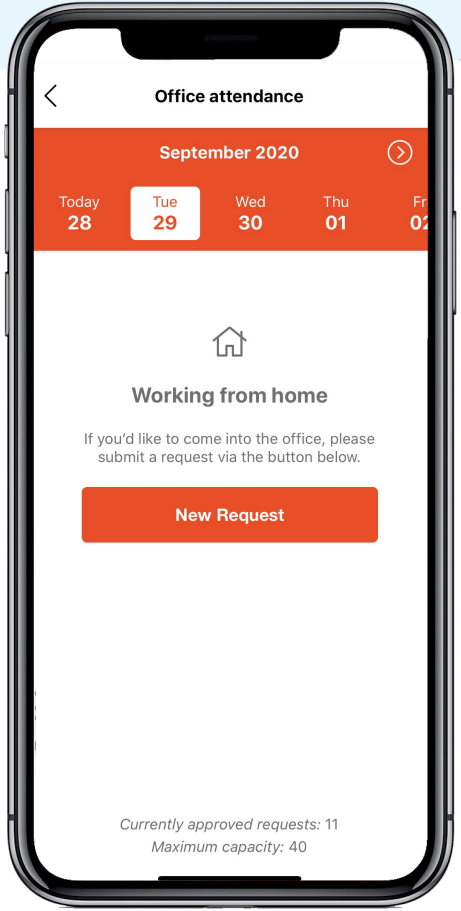
Key Capabilities

- 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

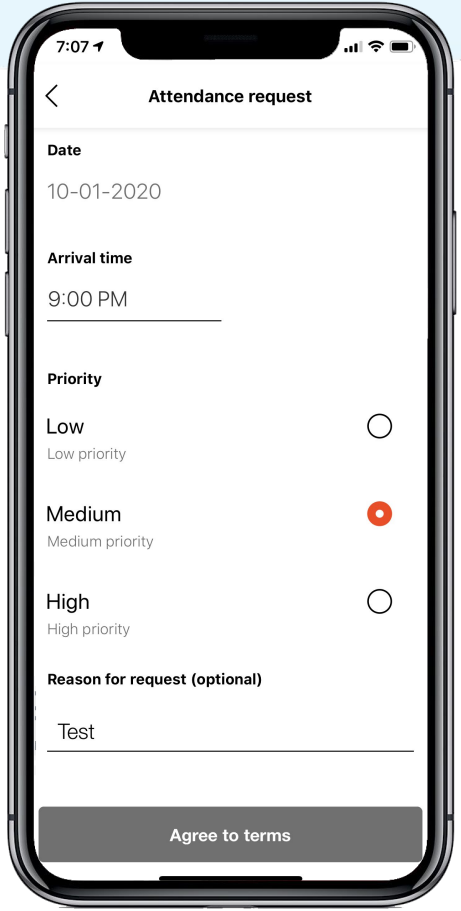


How does it work?

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

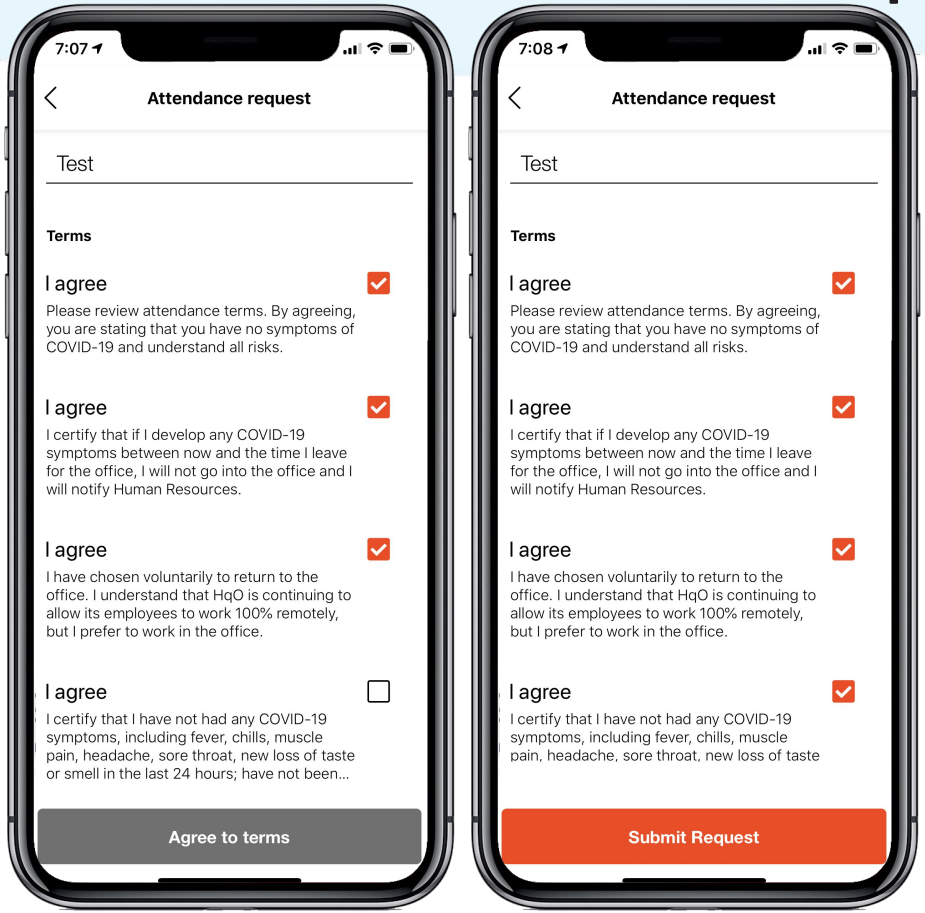
3. Add the reason for your request and your department



How does it work?

For employees

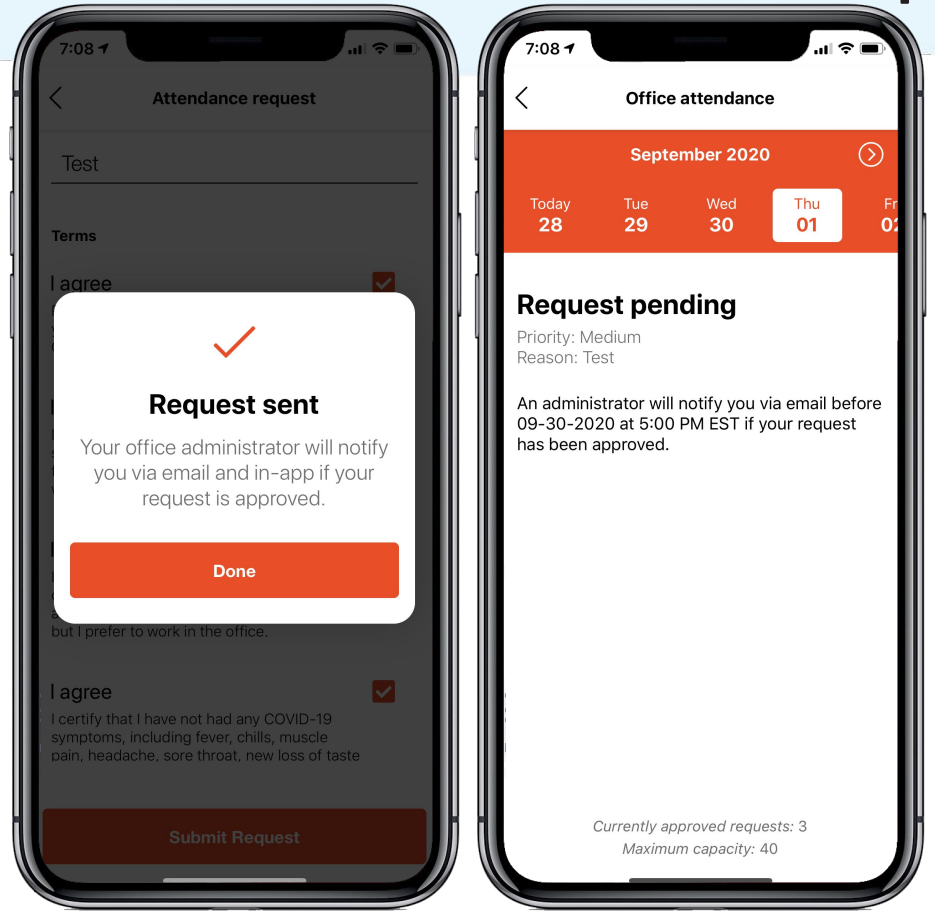
4. Agree to customizable company terms & conditions
    a. Ensure only healthy individuals return to the office
    b. Educate employees on potential symptoms and warning signs of infection



How does it work?

For employees

5. Submit your request!



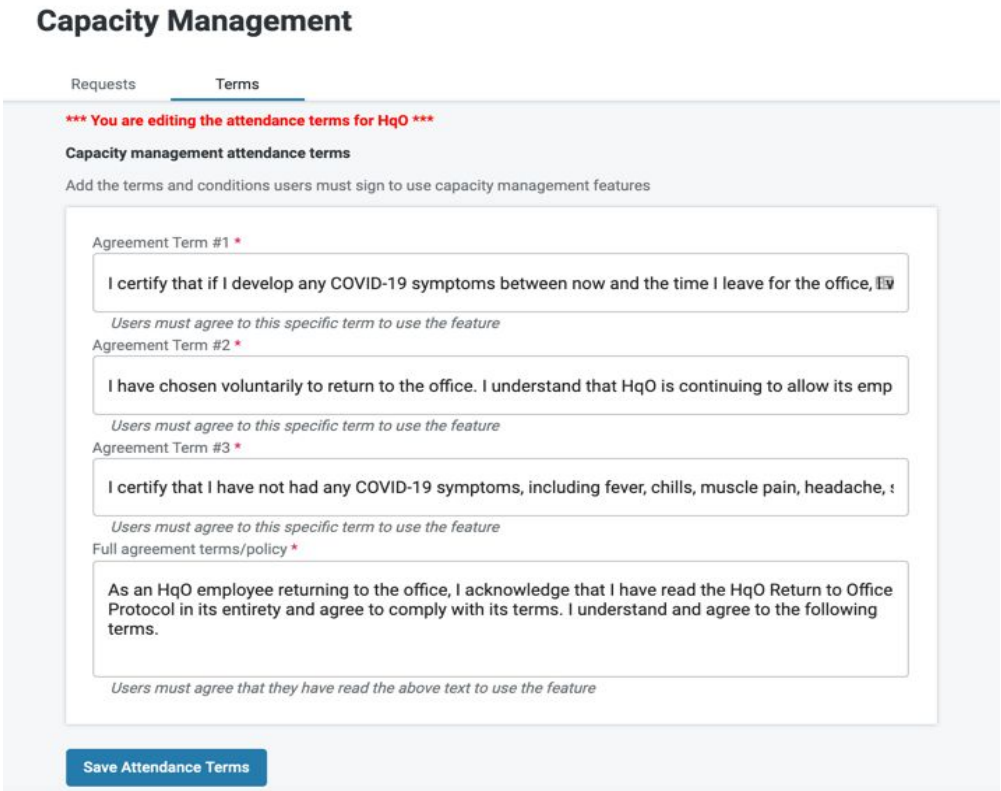
How does it work?

For administrators

1. Customize your terms based on your company policies

2. Set the capacity for your office

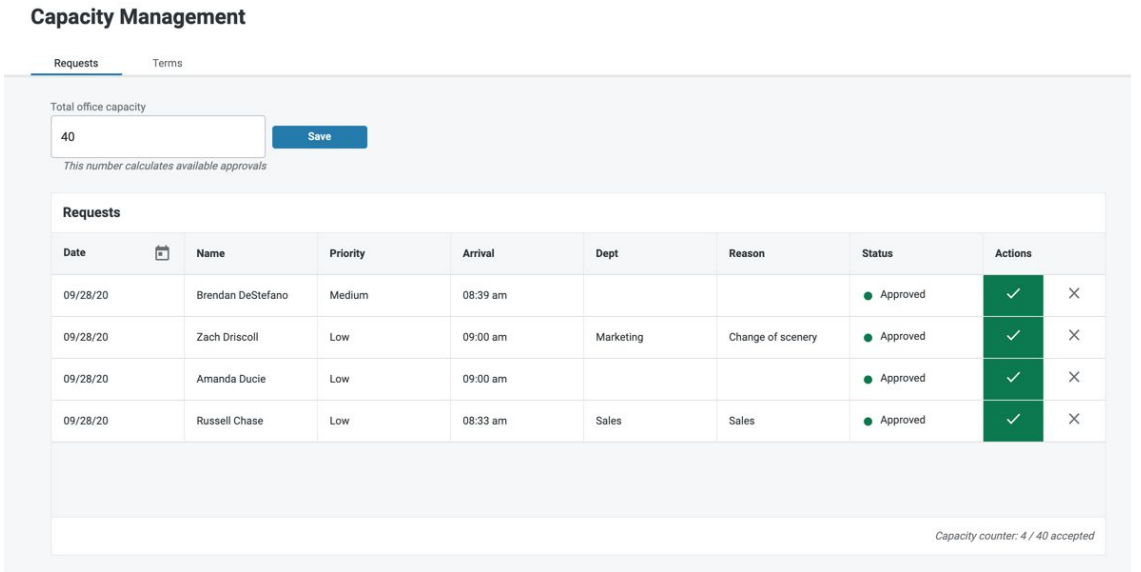
*any reference to “HqO” will be replaced by your company’s name



How does it work?

For administrators

2. Manage requests through an online portal
    a. Accept or deny employee requests based on priority
    b. Receive a capacity notification when requests exceed capacity restrictions

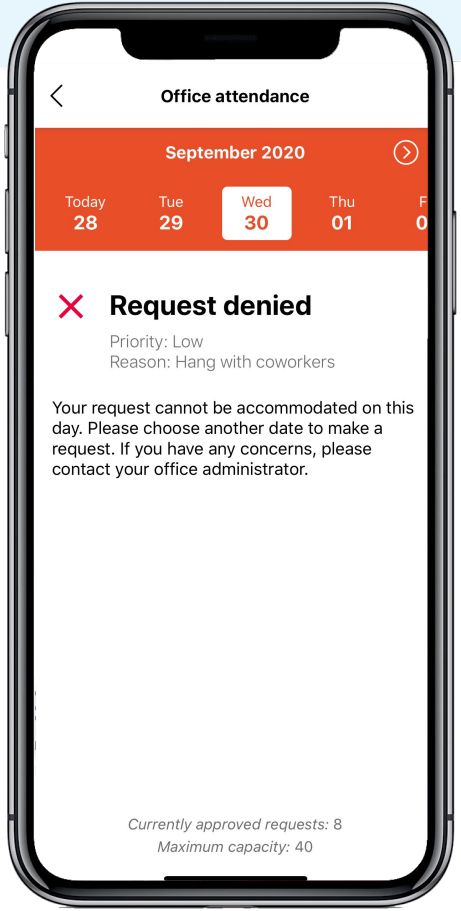


How does it work?

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:**

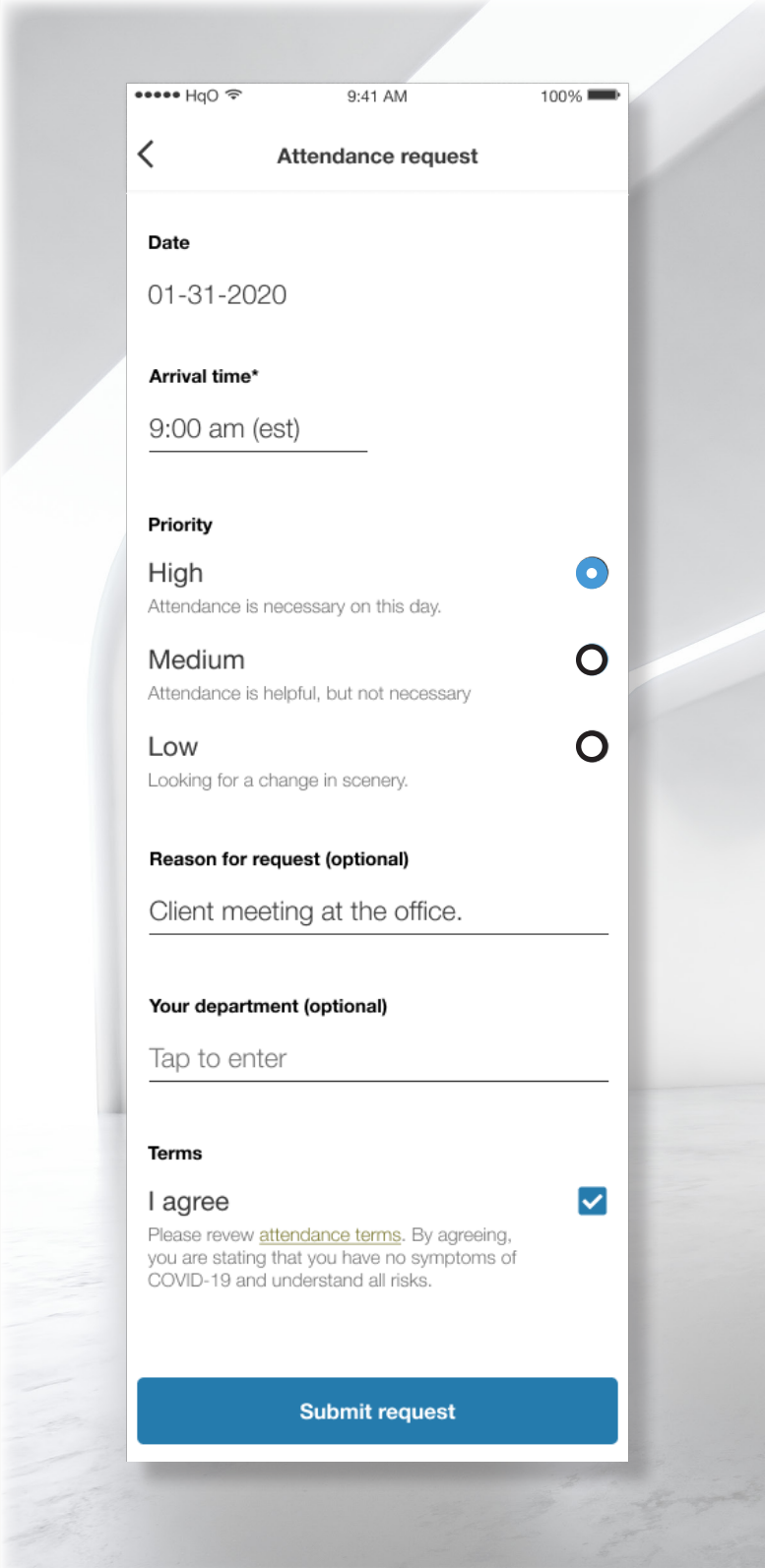
   - **High:** Attendance is necessary on this day
   - **Medium:** Attendance is helpful, but not necessary
   - **Low:** Attendance is just a preference

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**



User Guide: Office Capacity Manager

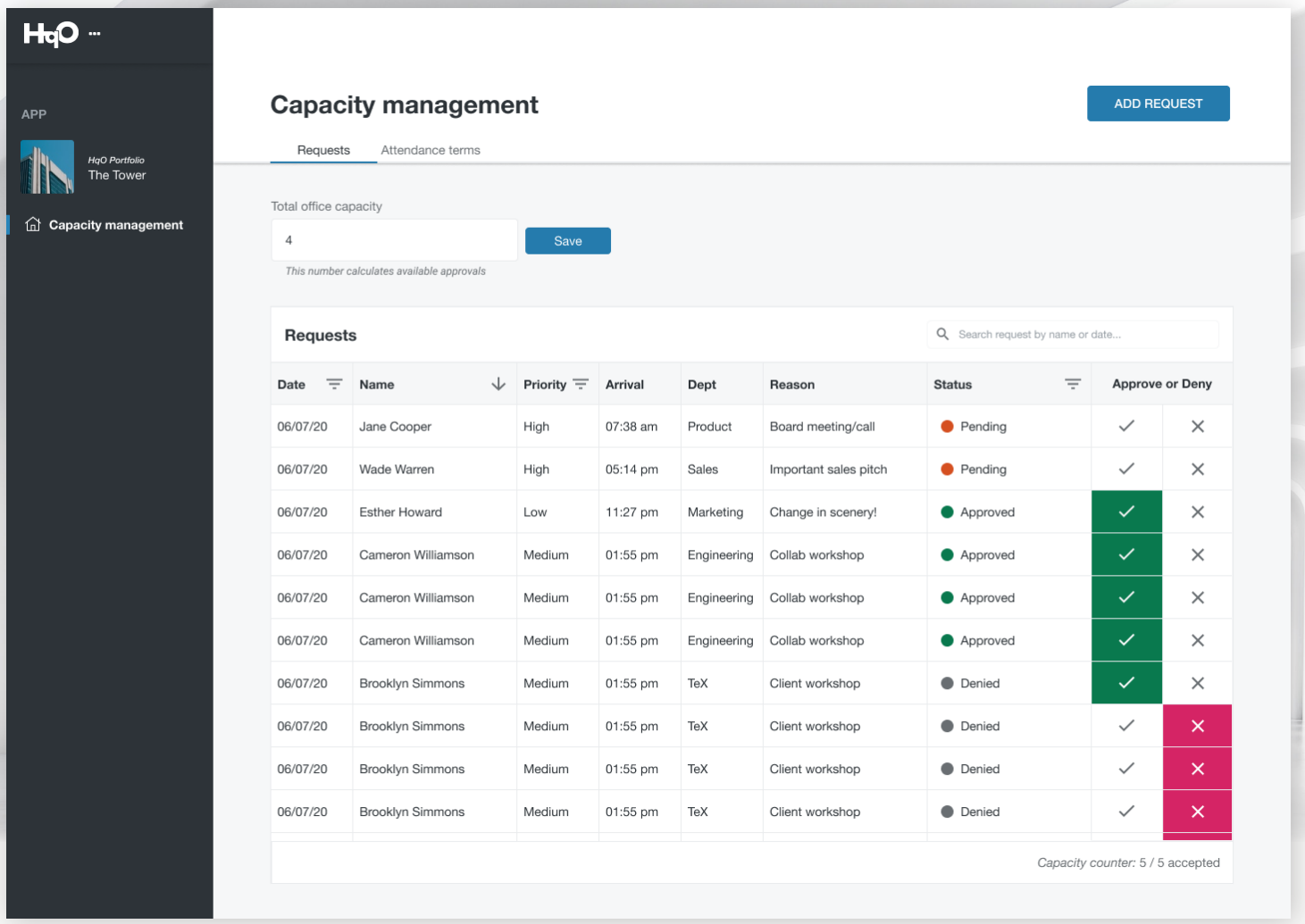
For Administrators:

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



Questions?

Email your Customer Success Manager or **support@hqo.co**