

## Salesforce Tower Delivery Procedures

It is our goal to handle all deliveries to Salesforce Tower quickly and efficiently. In order to accommodate all tenant deliveries, consideration must be given to how the deliveries affect the building's business (daytime) operations – life/safety, security, loading dock, day porters, and elevator traffic.

***Please review these important general notes and share with team members as needed.***

- Located on Oak Valley Rd, the loading dock operating hours are 7:00 am – 5:00 pm, Monday – Friday.
- Routine, small business deliveries may be made during the dock operating hours. Large deliveries (large size or large quantity) are to be coordinated 24 – 48 hours in advance through Building Management. Depending on time required and the type of items, large deliveries may need to be scheduled for after hours.
- After-hours dock activity (moves, material deliveries, etc.) must be scheduled and approved by Building Management. All furniture moves must be scheduled after 6:00 pm, Monday – Friday, or on the weekends. The freight elevator is reserved on a first-come, first-served basis.
- Business mail (USPS, Fed Ex & UPS) is considered a priority and will be given preferential parking/accommodations at the loading dock.
- Security Officer/Dock Master will verify paperwork (delivery ticket, bill of lading, etc.) prior to granting freight/building access.
- Always ensure the company name, suite # and employee name (if applicable) are provided for all deliveries. Street address is: 950 East Paces Ferry Road, Atlanta, GA, 30326.
- NO deliveries or pickups in the front turnaround on East Paces Ferry Rd. The front turnaround is the main entry point for emergency response vehicles; therefore, it should remain clear at all times. Vehicles should NOT be left unattended. A few exceptions are noted below.
- Only U.S. Postal Service deliveries should be delivered to the mail room on the lobby level and placed in a locked mailbox.
- All deliveries direct from Amazon should be delivered to the respective suite. Please note accordingly when placing your order to avoid delays.

**NOTE:** A security officer or building management employee may stop/detain any delivery to confirm delivery location, enforce procedure or for destructive/suspicious activity.

## **Food Deliveries**

When coordinating catering or individual food deliveries, please make the vendor/food service aware of the following procedures to avoid unnecessary delays.

### **Catered Meals**

For catering within the suite, the vendor must enter through the loading dock and check in with security. The vendor must have a valid ID or driver's license that will be held at the dock in exchange for an access card to the freight elevator.

- **Catered Drop Off – regular-sized vehicles:**
  - Caterers that are dropping off and driving regular-sized vehicles should park in the courier spaces located between the entrance and exit gates on Oak Valley Rd (see picture below).
  - Walk over to the loading dock, check in with security.
  - Deliver catering to suite via the freight elevator.
  - After drop off, return to dock, return access card to security and depart courier area.
- **Catered Drop Off – oversized vehicle/box trucks:**
  - If a vendor is only *dropping off* the catered meal, the vendor will park at the loading dock and check in with security.
  - Unload the food items and deliver to the suite via the freight elevator.
  - After drop off, return to dock, return access card and exit dock area.
- **Catered On Site:**
  - If a vendor is catering an event within your suite and is staying through the duration of the event, the vendor will pull into the loading dock and check in the security.
  - Unload and deliver to the suite via the freight elevator.
  - Immediately return to dock, remove vehicle to building parking (not courier area).
  - If oversized/box truck vehicle, security will assist and determine best place to park depending on duration of event and other dock activity.

### **Courier/Delivery Parking**

Courier parking is located in between the entrance and exit lanes on Oak Valley Rd. Please instruct delivery drivers to park here for all drop off catering.



## Individual Deliveries

Individual deliveries are food deliveries that can be hand-carried.

- **Drop Off – front turnaround on East Paces Ferry Rd:**
  - When placing the order - provide the delivery company your name, phone number, suite number and directions on where to drop off the order.
  - Promptly meet the driver at the designated time.
  - A delivery vehicle should never be left unattended in the front drive.
    - Be mindful of the estimated delivery time; drivers should not leave vehicles to find recipients.
    - To avoid delays, bring cash/card with you for pick up (if applicable).
- **Delivery to Suite:**
  - Courier/Delivery Parking
    - Walk over to the loading dock, check in with security.
    - Deliver catering to suite via the freight elevator.
    - After drop off, return to dock, return access card to security and depart courier area.
- **Delivery to Suite – bicycle deliveries:**
  - Bike racks are located in the Courier/Delivery area for food services (Jimmy John's, etc.).
  - Bicycles may NOT be left anywhere in the front of the building, turnaround or patio.
  - Follow same procedures above for Courier/Delivery Parking.

## Use of Carts on Property

For the benefit of all tenant companies and their guests, Building Management will consistently endeavor to maintain the beautiful new finishes in the lobby, in the passenger elevators and at all new building and retail entrances.

Deliveries requiring the use of a carts, hand trucks and/or dollies are best suited for the loading dock and freight elevator.

- Carts – Personal Vehicle Load/Unload
  - To schedule the loading/unloading of items at the loading dock, have the building's designated Company Administrator contact Building Management at 404-237-7666 or email [APadmin@banyanstreet.com](mailto:APadmin@banyanstreet.com) with the date and time an employee is needing to use the dock and freight elevator.
  - Carts are available for your use at the loading dock or a member of the Building Management team will bring a cart to the suite at the requested time.
  - Employees should pull their vehicle to the loading dock to load/unload items.
  - Management team members can be available to assist with loading the cart and taking the contents to and from your suite.
  - Carts should be immediately returned to the loading dock after use.
- Carts – Mailroom Load/Unload
  - Carts going to and from the mailroom will no longer be allowed to go through the main lobby.
  - The freight elevator is conveniently located adjacent to the mailroom.
  - If a cart is needed for daily mail due to volume, the Company Administrator may email [APadmin@banyanstreet.com](mailto:APadmin@banyanstreet.com) for freight elevator access.
  - Employees responsible for picking up/dropping off mail via a cart will be granted freight elevator access on their existing card.

The use of carts by building employees in common areas and on passenger elevators **should be at a minimum** and for **small deliveries only** (food and other small items). If the use of a cart is absolutely necessary through the common areas, the cart must be similar in size to the one pictured below with rubber-wheels and handled in such a way as to not cause damage to painted surfaces, floors and walls. Building Management reserves the right to determine if a delivery is too large/bulky, etc. to come through the lobby and elevators. Routine office supplies, IT equipment, etc. should be delivered/removed through the loading dock.



**ABSOLUTELY NO HAND TRUCKS OR DOLLIES WILL BE ALLOWED IN THE LOBBY OR ON PASSENGER ELEVATORS AND NO LOADING/UNLOADING WILL BE ALLOWED IN THE FRONT TURNAROUND.**

When necessary, Salesforce Tower retail food operators will be allowed to use a cart on passenger elevators for catering to building tenants.

We appreciate your cooperation and adherence to these procedures, as they are to provide guidance for all types of deliveries and to protect the property, which is for everyone's benefit. Building Management reserves the right at any time to change or rescind any of these procedures, or to make further procedures that may be necessary for the management, safety, care and cleanliness of the premises, building and project, and for the preservation of good order, as well as for the convenience of tenants.

Copies of this policy will be kept at the security desk and loading dock for distribution should we encounter employees who are not aware of these updates.

Remember, the more advance notice provided, the better we can plan and accommodate all of the activity.

Sincerely,

BSC Realty Services Management Team