

Here to help

Working to support our customers during the COVID-19 crisis



The health & welfare of our customers, their employees & their businesses is our priority during the current crisis & our team is here to try & help in any way they can. This document is an attempt to answer some of the questions you may have & outline some of the ways we can provide the help you need.

Here for you

Here to talk

Our teams are currently working remotely but, rest assured, they can be contacted by phone or email, as usual & will continue to provide the personal, attentive service you have come to expect from us. We're also available for a (virtual) coffee & a chat.



Our dedicated in-house property management team is here to help!



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Frequently asked questions

Below, we've attempted to answer some of the frequently asked questions (FAQ'S) you may have. If you can't find the answers you're looking for, don't worry, get in touch with your usual Prologis contact & they'll do their best to help you.

I need to close down my operation temporarily, what do I need to take into consideration?

When you plan to close down operation temporarily, please contact Property Manager to discuss the safety procedures that needs to be put in place which covers among others:

- Physical Security: Carry out a check to ensure physical security measures are in place e.g. fences are in good repair, windows are locked, shutters are in place, gates are locked.
- Intruder Alarm: Make sure your intruder alarm is set and that the remote signaling is in place. Ensure sufficient numbers of keyholders are available to respond to an alarm activation
- Inspections: Arrange for a weekly inspection of the building to check for any incidents or failures that may have occurred.
- Maintenance: so far as is reasonably practical, there is an expectation that essential maintenance continues with any remedial measures completed. We will contact you in advance when such works will be scheduled and ask for making the building available for us.

If I need to close down my operation temporarily, how I should prepare the unit for that?

When you plan to close down the operation, please contact Property Manager for detailed as following works should be performed:

- Building Utilities: Shutdown any non-essential electrical devices and building utilities.
- Fire Doors: Carry out a check to ensure that internal fire doors are closed.
- Contact details: Ensure you provide us with up to date names of all keyholders & their contact details.
- Waste removal: Remove all external waste and pallets, empty all waste bins and make sure they are placed at least 10 meters from the building or have lockable lids.
- Packing materials: remove or secure all combustible contents including packing materials & packing cases.
- Pest control: Deep clean restaurants/canteens/kitchens to prevent pest activity.

I have a security concern about my own building or a neighbouring building. Who do I call?

If you have any concerns, please contact Property Manager.

Frequently asked questions

What kind of procedures should be put in place when the unit is closed?

Whilst your property is empty the property should be inspected both internally & externally every 7 days. Please make sure you arrange that accordingly or contact us in case of any need of help. The list of items that should be checked every 7 days is as follows:

- ensure that any fire and/or sprinkler systems are fully operational;
- respond to activated intruder alarms, where fitted;
- conduct regular pest control checks;
- check for water ingress;
- any other defects.

Please notify us in case of any damage found at the time of an inspection.

Due to increased demand I need more staff. How can you help?

Whilst this current crisis has led to increased demand for some businesses, neighbouring businesses on your Prologis Park may be quieter than usual or may have temporarily closed their operation. To help you solve labor force issues we have prepared two solutions:

- Open a ticket "COVID-19" in Prologis FM system informing us about the need, we will be able to share that message with neighbouring business;
- Contact Property Manager who can help you make contact with neighbouring businesses to see if they have employees who may be able to provide temporary cover.

A staff member has tested positive for coronavirus & I'm unsure if my building requires a deep clean. Can you help?

We recommend to contact local health department to confirm their recommendations in terms of further actions and inform us about the case as soon as possible so we can share the message with our customers of the property and vendors that might have entered the space.

In addition, we can certainly help you find a company to carry out deep clean works through our network of contractors. Please submit us a COVID-19 related request in Prologis FM system or contact Property Manager for help.

What measures should I take when reoccupying my vacant unit?

Please inform the property manager or the park's facility service about this. Our team will provide all necessary information and help in the resumption of operational activities.

Our inventory is growing, we need additional space for short term lease. What can you offer us?

We offer our customers the possibility of short-term lease, if the building has vacant space. At www.prologisceesearch.com you can check the current availability of space in individual parks and find contact details for the person responsible for leasing.

If you have any further questions regarding insurance requirements or other considerations when closing or reoccupying your Prologis building, please contact your Property Manager.