



# BETTER TOGETHER



A Playbook to Support You in Returning  
Employees to Your Workplace

VERSION 1  
MAY 19, 2020

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# INTRODUCTION

## BETTER TOGETHER

**2020 was destined to be a year no one would forget as the world collectively hit pause. This new decade began with something none of us had expected or faced before – the COVID-19 pandemic, and thus, a new way of life for everyone. As we plan what the “next normal” looks like, we must balance being prepared with being adaptable. We will do this together.**

As QuadReal prepares for reoccupancy, we will invite everyone into safe spaces that respect their well-being. Although our buildings have been almost empty for the past few months, health, security and maintenance tasks have continued to ensure that our properties are safe to return to as soon as the government allows.

QuadReal's **Return to Workplace** strategy is an integrated approach designed by a task force of property management specialists and senior executives and is aligned with all stakeholders including local BIAs and BOMA. Our strategy is articulated in this guide and covers three broad, government-mandated categories:

1. Physical distancing (2 m/6 ft between people)
2. Wearing Personal Protective Equipment (PPE) when physical distancing is not possible
3. General hygiene and etiquette

We are doing all we can to support you as your teams return to the workplace, but we know that there will be new challenges and therefore anticipate some bumps along the way. As people return to work in phases with many still working remotely, there are a few things everyone should expect:

- Continued **reduced occupancy** at the property, either due to the potential of new government orders that restrict the numbers of employees that can be at the workplace at any one time, or due to de-densification efforts to maintain physical distancing.

- **Feelings of anxiety** for some returning to the workplace. We will continue to share information to help support our tenants.
- **Protocols to support physical distancing** in common areas where it could be challenging such as building entrances, elevators, escalators, and food courts.
- An increase in people wearing **personal protective equipment (PPE)**, knowing that physical distancing will not always be possible.

As we navigate what's next and work to ensure everyone's health and well-being, our partnership with you will be more critical than ever. Continual adaption to new information will be vital to our collective success.

We are committed to keeping everyone informed. That's why we developed our **Return to Workplace** strategy and this guide that covers everything from building access and amenities, to parking, to common areas and much more.

Together, we will take our first steps on this new journey and prepare for the "next normal".

# BUILDING ACCESS

## BUILDING ENTRANCES

An important part of physical distancing is regulating building access, which we will continue to do based on the level of occupancy. QuadReal will continuously monitor occupancy levels, adjusting building access accordingly, with the goal of providing the highest level of comfort and safety for everyone.

While physical distancing is maintained, you should plan for potential queues at high-traffic entrances. Floor decals and signage are being used to define the flow of traffic.

## VENDOR ACCESS

All contractors and vendors requesting access to a property will be required to comply with the following:

- A mask or face shield must be worn when working at the property.
- When signing in at a property, contractors must maintain physical distancing. Extended wait times can be expected when accessing a property, so please plan accordingly.

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Vendors working in the building on behalf of QuadReal, as well as those who require access to tenant premises, must acknowledge while making arrangements that neither they (nor any of their employees) have in the past 14 days:

- Been advised or directed to self-isolate by a doctor or health authority;
- Travelled outside of the country; or
- Had prolonged or direct contact with anyone who has had COVID-19, or contact with anyone who has developed COVID-19 within 48 hours of contact with them.

Contractors must also declare that they do not currently have any symptoms of COVID-19 (such as cough, difficulty breathing, general flu-like symptoms, or fever within the past 72 hours). Upon entry into the building, they will agree to:

- Maintain a physical distance of no less than 2 m/6 ft from all individuals while at the property, and where not possible, ensure PPE is utilized; and
- Wear the required PPE as mandated by applicable health authorities having jurisdiction, or as required by the landlord, or the tenant, if such vendor is accessing individual tenant premises.

QuadReal recommends that a similar declaration be presented and acknowledged by vendors working on your behalf in the building. If you require assistance in creating a declaration, please contact **QuadReal CONNECT** for assistance.

## VISITOR ACCESS

We encourage you to track visitors and vendors entering your premises should you need to communicate potential exposure if it is discovered any individual has contracted COVID-19 while the visitor was in your premises.

# PHYSICAL DISTANCING IS KEY

## PASSCARDS

**The process for requesting new or replacement passcards will continue as normal, however for the foreseeable future, we will be eliminating the taking of photos for placing on passcards.**

**Tenants are welcome to provide Security with photos or headshots that can be used on the passcards.** We encourage you to have a supply of visitor cards available that you can issue on short notice to authorized visitors and ask that you track all visitor cards that you issue.

All passcards and keys upon issuance will be properly sanitized with either a disinfectant wipe or solution.

# BUILDING AMENITIES

All site amenities remain closed with the exception of the bike cages and changerooms.

## BIKE STORAGE FACILITIES

**Interior and exterior bike storage facilities will remain available for use.** Locker and shower facilities will remain accessible. We ask that you follow good hygiene etiquette by washing your hands or using hand sanitizer after locking up or removing your bike.



QUADREAL IS COMMITTED TO ENSURING THAT EVERYONE'S NEEDS ARE MET AS YOUR EMPLOYEES START RETURNING TO THE WORKPLACE.

## SPORTS COURT & BARBEQUES

**Physical distancing in common areas will be promoted throughout the site.**

Patio seating will not be available until the government allows for sit down food service to re-open.

Once reinstated, tables and chairs will be spaced out to accommodate physical distancing.

## Hand Sanitizer

Where hand washing is not possible, the regular use of hand sanitizer is encouraged. Hand sanitizer stations can be found throughout common areas including active building entrances and elevator banks where sanitizer should be used before touching common surfaces.

## PARKING

**Understanding that more people may choose to drive to work, QuadReal's priority will be to ensure that parking is available to those who have this provision as part of their lease as well as building personnel who are required to operate the property.** Knowing that many people will be returning over a phased period, we will work with you on possible flexible parking arrangements. Please contact your Property Manager to discuss parking options available. Parking availability for visitors, or those without a parking entitlement, will be on a first-come first-served basis.

# BUILDING SYSTEMS

**QuadReal engaged a national team to develop a comprehensive checklist and Return to Workplace guidance plan to ensure all building systems and equipment were reviewed and assessed prior to the re-occupancy of our properties.**

The documents were created with guidance from several reputable organizations including ASHRAE (American Society of Heating, Refrigerating, and Air-Conditioning Engineers), Provincial Centers for Disease Control, Provincial health authorities, and Health Canada. This robust consultation allowed us to build on our continued commitment to wellness and a healthy built environment.

As a result of our review we have modified several of our operating strategies as follows:

- Immediate replacement of all filters and increased frequency of scheduled filter replacement.
- Increased run times to enhance building airflow.
- Increased fresh air intake up to 100%

where possible.

- Inspection of filter frames to ensure proper fit and sealing in order to minimize air bypassing the filters.
- Increased testing of our water treatment in cooling towers, closed water systems and water features.

These changes align with recommendations set out by various bodies in response to COVID-19 return to work practices. Our building professionals are committed to operating and maintaining our building systems to ensure our HVAC and water systems meet or exceed applicable guidelines.

QuadReal will continue to monitor industry best practices and make further adjustments as required.

# CLEANING

**To help protect the health and safety of our building occupants, the frequency of cleaning in high-touch and high-traffic areas has been increased and all cleaners are required to wear masks and gloves.**

QuadReal's cleaning teams follow best practices and use products identified in the Public Health Agency for Canada guidelines.

## CLEANING IN HIGH-TRAFFIC AREAS

Cleaning frequency has been increased in high-touch and high-traffic areas including, but not limited to, door handles, elevator buttons and touchscreens handrails, directory screens as well as, at-grade and below-grade common areas such as parking, bike storage and the Security desk.

- Unsecured connecting doors in common areas will be deployed in open position during regular operating hours where possible.
- Cleaners will always wear masks and gloves when on shift.
- Cleaners will maintain physical distance of 2 m/6 ft from other people whenever possible.

## CLEANING OF OFFICE AREAS AND WASHROOMS

Knowing that most of the time a person spends in the office is at their desk, it is recommended that a thorough cleaning takes place after each use. To help protect everyone's health and safety, the materials on your employees' desks and around their workstations should always be kept to a minimum. At the end of each day, desks and meeting tables should be clear of all materials, except for items that are plugged in.

We will be introducing a card to assist in identifying occupied workstations and meeting rooms requiring disinfection. All clear surfaces designated as used for that day will be disinfected with a product that is approved by Health Canada.

Please consider providing employees with disinfectant wipes for their phones, headsets, keyboards etc.

Disinfection of other areas will also be taking place as part of the regular cleaning program. This will include washroom surfaces and fixtures, kitchen countertops and centrally-located waste bins.

Any wellness room or area to accommodate employees who are unwell at work should be clearly identified with signage and communicated to your property management team prior to use to ensure necessary precautions are taken by those who may need to work in the space.

If you have any changes to operations or additional cleaning requirements, please advise **QuadReal CONNECT**.

# COMMON AREAS

**QuadReal has implemented various measures to ensure everyone's health and safety when in common areas, including:**

- Floor decals and signage are being used in building lobbies and parking vestibules; in common areas where people could gather and where visual cues are needed to maintain physical distancing.
- Waste disposal is placed at building exits for the disposal of Personal Protective Equipment (PPE).
- All furniture for public use is removed at this time.

## ELEVATORS

**The size of elevator cabs eliminates the ability to meet physical distancing protocols of 2 m/6 ft without limiting passengers to one person per cab.** Recognizing that limiting elevator access to one person at a time could hinder your ability to operate by causing crowding at elevator entry points, the following will be implemented to support the safe use of elevators:

- Passenger elevators will be limited based on any guidelines from Public Health or local, provincial or federal government. If guidelines are not available, occupancy will be assigned based on the interior size of the elevator cab. Signage is posted communicating the maximum number of passengers and the following elevator etiquette:
  - Select your destination when entering the cab and move to the furthest open space from the door
  - Decals on elevator floors indicate where you should stand.
  - Wash your hands or use hand sanitizer immediately after using the elevator
- With the reduced elevator occupancy, you should expect longer wait times. Lines will form in elevator lobbies providing space for physical distancing. Consider alternative shifts for employees to stagger traffic and avoid crowding during typical 9am to 5pm rush hours.
- Elevator touchpoints (buttons, doors handrails) will be regularly disinfected throughout the day.
- It is recommended that all passengers wear masks when using the elevators

# CONFIRMED CASES OF COVID-19

**You should notify your property management team as soon as you are aware of a confirmed case of COVID-19 of one of your team members, specifying the last day the person was in the building and the floors and other areas they visited in the 14 days prior to receiving the positive test results.** As soon as we are informed, we will immediately initiate a deep cleaning process.

Upon learning of any individual testing positive within 14 days of being in the building, all areas visited by the individual that we customarily clean, including common areas and all common touch points, will be disinfected in compliance with the World Health Organization and the Public Health Agency for Canada recommended cleaning protocols. Tenants are advised to ensure that areas under their control are cleaned in accordance with the recommended cleaning protocols.

If we are made aware of an individual testing positive after being in the building, we will notify other tenants in the building while ensuring that the privacy of the individual is maintained.

# FIRE DRILLS AND EMERGENCY EVACUATION

**In the event of fire or other immediate threat, evacuation is to take precedence over physical distancing.** Every effort should be made upon reaching a muster point to maintain 2 m/6 ft of distance between employees, however the safety of employees from immediate danger is the priority.

During an emergency, if anyone knows of someone who may have difficulty evacuating, they should inform emergency services and building personnel as quickly as possible of their condition and location.

We expect everyone to re-occupy buildings in phases and recommended that you consider having a trained floor/fire warden working on the premises in the event an emergency occurs. We will provide online materials and guidance to any employees who wish to become trained as floor/fire wardens. Please contact **QuadReal CONNECT** to make the necessary arrangements.

# HYGIENE ETIQUETTE

**Good hygiene is one of the best defences against COVID-19. Everyone should:**

- Regularly wash your hands for minimum of 20 seconds or use hand sanitizer.
- Avoid touching your face.
- Cover coughs and sneezes with the inside of your elbow or upper arm.
- Stay home when sick.
- Safely dispose of tissues and used PPE.

# LEASING TOURS

Leasing tours will only take place when deemed necessary to continue business. Tours will be conducted under the following conditions:

- Tour size will be limited to ensure physical distancing is maintained.
- All marketing material will be provided electronically.
- All persons touring the premises will be required to wear masks.
- Hand sanitizer will be provided for use on the tour.



# Deliveries

**Building management and security will wear masks and gloves when handling all parcels, mail and deliveries.** In addition:

- Alcohol-based hand sanitizer stations will be provided on the loading dock as they become available.
- A garbage disposal will be located on the loading dock for the safe disposal of masks or facial coverings and gloves.
- Signage will be posted asking delivery personnel to wear PPE and to maintain physical distancing while in the building, and adhere to the general rules and regulations of the building.

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

**Health Canada has advised that wearing personal protective equipment (PPE) such as masks, eye protection and gloves can help protect those around you when physical distancing is not possible.**

Masks will be worn by building cleaners, maintenance staff, porters and Security team members when working in common areas of the building or when in tenant premises.

Contractors working at the property on behalf of QuadReal or a tenant will be required to wear a mask when onsite.

It is recommended that masks are worn when in elevators, washrooms and in any common area where physical distancing cannot be maintained.

Everyone is responsible for acquiring their own PPE (QuadReal will not be providing masks or gloves).

Note: Only if the government orders that masks must be worn in public will entry to a QuadReal property be prohibited to a tenant or visitor not wearing one.

All PPE must be disposed of in garbage bins labelled as "PPE disposal". Where QuadReal provides cleaning services to your premises, the bins will be emptied as part of the cleaning schedule. Please inform your property management team of any separate arrangements for the disposal of personal protective equipment (PPE) within your premises.

THE WEARING OF MASKS WILL BE STRONGLY ENCOURAGED BY ALL BUT QUADREAL WILL NOT REFUSE ENTRY TO TENANTS AND THEIR VISITORS UNLESS THE GOVERNMENT MANDATES THAT MASKS MUST BE WORN IN PUBLIC.

# TEMPERATURE AND HEALTH SCREENING

**QuadReal has implemented protocols to ensure that our employees stay home if they are unwell or have symptoms of COVID-19. These protocols include:**

- An updated employee sick leave policy to ensure that employees stay home when they are unwell.
- Employees are required to take their temperatures before leaving home. Personal thermometers will be provided to employees who need them. If a fever is detected, the employee is required to stay home.

Unless ordered by a government official, QuadReal will not require tenants or visitors to participate in temperature screenings when entering the property. If you decide to temperature screen your employees or visitors, screening should take place within your premises. If QuadReal employees need to enter your premises and you are temperature screening, we will participate if proper protocols are in place.

# TENANT AND COMMUNITY EVENTS

**As we continue to practice physical distancing, all events that promote social gathering are suspended at this time.** Although we are unable to engage with you in person, the health and well-being of our tenants and communities remain of the utmost importance to us at QuadReal.

QuadReal will continue to send out regular issues of the Quad, a newsletter that shares useful tips, resources and much-needed good news stories that bring people together, spark conversation, and promote small efforts that help maintain mental, physical, and social well-being. To subscribe to receive the Quad, please email [thequad@quadreal.com](mailto:thequad@quadreal.com)

# WASHROOMS

**Maintaining physical distancing in washrooms will be challenging.** For this reason, QuadReal encourages everyone to wear masks when using them. The following practices are now in place:

- Frequency of cleaning has been increased.
- Signage is present in washrooms reminding users of the importance of handwashing hygiene.
- Hand dryers have been removed from service in all washrooms to prevent the spread of germs.
- Masks and gloves should be disposed of in the waste disposals provided.

**YOUR SAFETY, AND THE SAFETY OF OUR TEAMS, IS PARAMOUNT**

# WORK ORDERS

**QuadReal is committed to ensuring that everyone's needs are met as your employees start returning to the workplace.** Building operations staff continue to prioritize service requests based on urgency. Your safety, and the safety of our teams, is paramount.

Urgent requests include damage to property, life safety or occupational health and safety concerns, urgent tenant discomfort such as multiple lights out or extreme temperature swings.

Less urgent requests could include HVAC requests that can be adjusted remotely, lamp replacements, picture installation or special cleaning requests that do not need immediate attention.

If your request is of a less urgent nature, please provide our team with additional information, such as a specific time window most favourable for physical distancing.

# SUMMARY

## TIPS FOR PREPARING FOR THE RETURN OF YOUR EMPLOYEES

As you prepare your teams for returning to the workplace, the tips below are provided to support you in your preparation:

- Allow essential personnel to return to the workplace first (or those who are unable to effectively work from home).
- Help avoid excessive wait times for the elevators by staggering start times.
- Reinforce hygiene recommendations, including handwashing regularly, not touching your face and coughing/sneezing into your arm/elbow.
- Provide employees with masks or facial shields, gloves and hand sanitizer.
- Encourage the wearing of masks in elevators, washrooms and common areas where physical distancing cannot be maintained.
- Ask employees to monitor their health for any symptoms of illness. Implement a “Stay Home When Sick” policy.
- Implement a clean desk policy to allow for greater cleaning and sanitization surfaces.

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WE APPRECIATE  
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AS WE WORK  
THROUGH THESE  
CHALLENGING TIMES.

- Designate a single entrance and exit (while not prohibiting code egress) to your premises, in order to promote physical distancing.
- Remove chairs from meeting rooms to maintain physical distancing and limit the number of people in each meeting. Alternatively, encourage the use of virtual meetings and close meeting room spaces entirely.
- Provide your employees with disinfectant wipes and give each employee their own phone headset, keyboard and mouse.
- Reduce your office density by removing, decommissioning or reconfiguring workstations so that physical distancing of 2 m/6 ft can be maintained ensuring that any change is

compliant with local fire-code regulations.

- Install signage and floor decals to promote physical distancing and direction of travel.
- Suspend the use of non-essential high-touch communal items and spaces, including coffee makers, water coolers, break rooms, filing rooms, mailrooms, etc.
- Install a barrier (plexiglass or a physical distancing) at reception desks where visitors and deliveries are frequent.
- Limit the numbers of non-essential visitors to your premises.
- And of course, always follow your local health guidelines, practice physical distancing, wash your hands, don't touch your face and stay home if unwell.



# IN CLOSING

## THANK YOU FOR YOUR PARTNERSHIP

The road to the “next normal” at the workplace will not be without its bumps, but we are committed to supporting you during what will undoubtedly be a new challenge for all of us. While this guide addresses the current situation, please note that as things change, it may be updated. Keeping each other informed is crucial to a successful partnership.

As we all work together and adapt our businesses, QuadReal will ensure that service excellence is always top priority so that everyone is confident that they have returned to a safe workplace. We sincerely appreciate your patience as we work through these changing and challenging times.

We would like to acknowledge our frontline staff for stepping up every day to manage our properties. And finally, we would like to thank you, our valued tenants, for your ongoing partnership so far. Together, we will revitalize our environments to ensure everyone’s continued health, safety and well-being.

# DISCLAIMER AND RESOURCES

Public health regulations and guidelines issued by municipal, provincial and federal governments will supersede the suggestions in this guide. Public safety codes, building codes, applicable laws and security requirements must not be compromised because of COVID-19 protocols.

Additional helpful links:

[Government of Canada's Summary of Employee Rights and Responsibilities Related to COVID-19](#)

[Ontario Workplace Safety and Prevention Service's Guidance for Office Administration](#)

[Ontario Public Services Health and Safety Association's Guidance for Office Spaces](#)

[Ontario Workplace Safety & Prevention Services' Return-to-Business Checklist](#)

[Government of Alberta's Guidance for Businesses](#)

[Government of Alberta's Relaunch Strategy](#)

[Government of Alberta's Restrictions on Businesses](#)

## **HVAC**

[Ashrae Technical Resources](#)

[Ashrae Covid Response](#)

[Pandemic COVID-19 and Airborne Transmission](#)

[Indoor Humidity Regulations Will Reduce Burden of COVID-19](#)

[Why the Fight Against COVID-19 Must Include Indoor Air Humidity](#)

## **WATER SYSTEMS**

[Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation](#)

[Survival of Surrogate Coronaviruses in Water](#)

[Water Stagnation Risks Due to Prolonged Reduced Building Occupancy](#)

## **PLUMBING SYSTEMS**

[Plumbing and Transmission](#)

## **CLEANING SYSTEMS**

[Hard-Surface Disinfectants and Hand Sanitizers](#)

## **PERSONAL PROTECTIVE EQUIPMENT**

[How To Wear a Medical Mask Safely](#)



If you have any questions about how QuadReal is preparing to support you in returning to the workplace, please contact **QuadReal CONNECT** at **1-877-977-2262** or via email at **[service@quadrealconnect.com](mailto:service@quadrealconnect.com)**.