

Tenant Guidance

RETURN TO THE
WORKPLACE

LAST UPDATED: JUNE 1, 2020



Helping Our Tenants Cope

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Here at BentallGreenOak, our core focus has always been serving our tenants and providing them with a safe and healthy environment for them to do what they do best.

Over the course of the past month, we have been gathering feedback from all our tenants regarding their potential plans for returning to the workplace and have prepared the following guide to assist you in returning to our buildings.

We fully expect the current situation to form our new normal for a while. We are available to answer any questions our tenants may have regarding their transition back from the current work-from-home reality and back into our properties.

The weeks and months ahead will present challenges for all of us, but we believe that we will get through this together.





We're all Working Together

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#NOW MORE THAN EVER

We are:

- Here, to care for your safety and well-being.
- Here, to serve our tenants and be present for them.
- Grateful, for the work of all our essential workers.
- Mindful, of physical distancing and other Public Health recommendations.



Building Experience

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Ambassadors and Staff

Wherever possible, we have appointed building staff as BentallGreenOak Ambassadors to welcome back our tenants as well as assist them with adhering to physical distancing and other health or building guidelines.

You can find your ambassador in the lobby or common area during peak hours, wearing easily identifiable **#NowMoreThanEver** clothing.

In addition, we have asked our security and janitorial firms to limit worker presence to one location only to prevent against cross-contamination between properties.

All ambassadors, janitorial, and security staff will be equipped with appropriate Personal Protective Equipment (PPE) and remain a safe distance away while they assist you.





Building Experience

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Signage

To assist our tenants in following physical distancing guidelines, we will be placing **#NowMoreThanEver** signage and decals in key areas throughout our buildings. These include footprint markers for line distancing, and elevator & washroom signage regarding maximum occupancy and procedures, among others wherever possible.

We ask that all tenants who enter the building follow the directions of applicable signage to help keep everyone safe and healthy.

Lobby and Physical Distancing

In addition to signage provided throughout elevators and common spaces, we have altered furniture spacing and seating in our lobbies and common spaces to assist with physical distancing initiatives.



Signage Samples

THANK YOU FOR PRACTICING PHYSICAL DISTANCING

Your health and safety is our #1 priority.



DO YOUR PART,
STAY APART
2 METRES



Masks are
required in washrooms
and elevators



We're following health
authority guidelines



Watch and follow
line markers



We're cleaning and
disinfecting high traffic
areas regularly



If you're sick, please
stay home



#NOW MORE THAN EVER

PLEASE KEEP YOUR DISTANCE



#NOW MORE THAN EVER

WASHROOM PROTOCOLS

Physical distancing must be practiced
and masks are required while using the
washroom facilities.



**GOOD HYGIENE IS IN YOUR HANDS
STOP THE SPREAD!**

- Wash your hands often
- Avoid touching your face
- Safely dispose of tissues and used Personal Protective Equipment (PPE) in designated waste receptacles
- Sanitize after sneezing, coughing or blowing your nose into your sleeve
- Clean hands after preparing or eating food
- Follow all hygiene protocols
- Stay home when sick



#NOW MORE THAN EVER



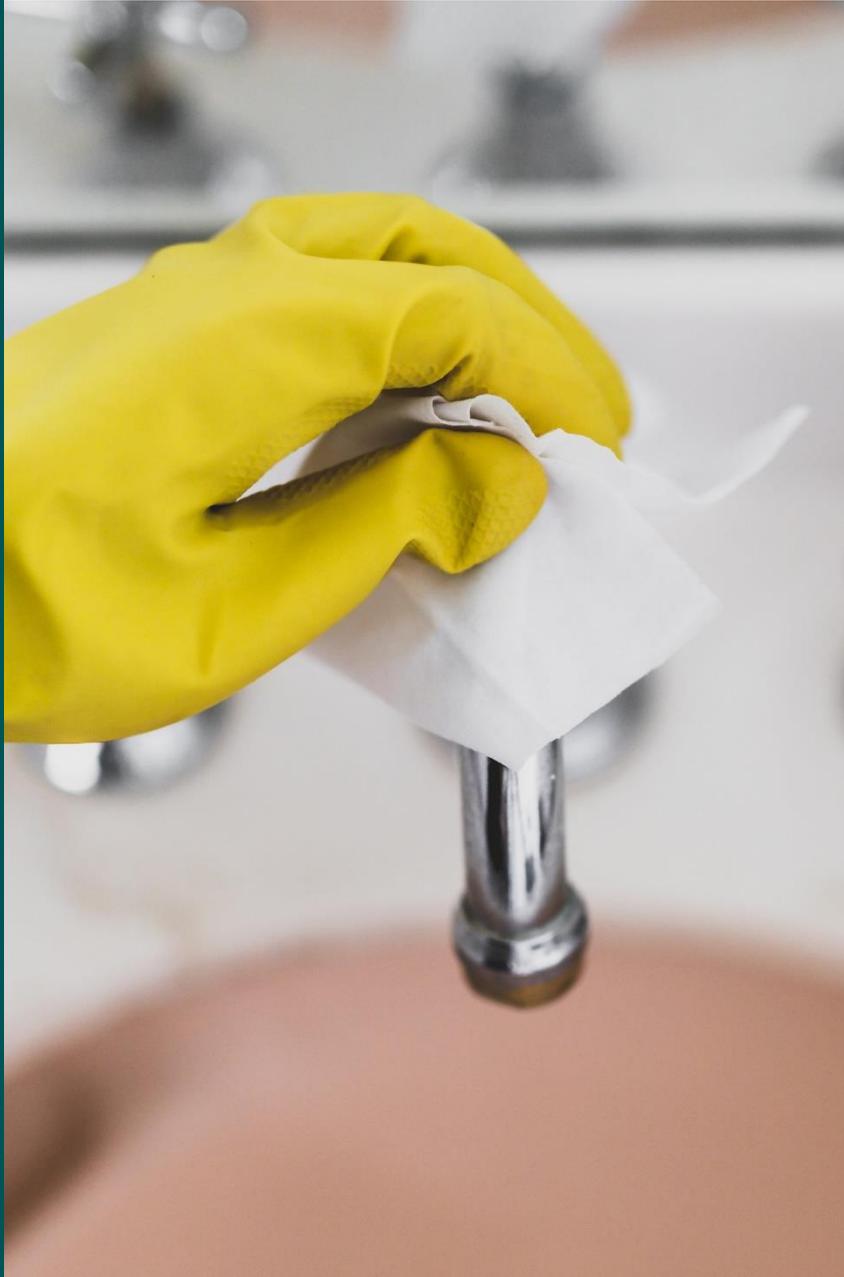
PLEASE STAND BEHIND LINE

#NOW MORE THAN EVER



Cleaning & Janitorial Procedures

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We have further increased cleaning frequency on all surfaces, with a focus placed on all high and medium touch-point surfaces.

In addition, high touch-point cleaning procedures have also been extended to enclosed garages and parkades, including pay machines, elevator vestibule doors, and call buttons. All surfaces are cleaned with a highly effective, environmentally friendly cleaner confirmed to work on COVID-19.

All janitorial staff are also equipped with nitrile gloves, masks, and all other required Personal Protective Equipment (PPE).

Sanitizing Stations

Wherever possible, additional sanitization stations have been ordered and installed. However, due to high demand, some properties will be receiving new stations later than others.



Tenant Expectations

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Personal Protective Equipment (PPE)

We believe wearing a face covering is an easy step we can all take to limit the spread of COVID-19, so in all our properties we will be posting signage asking tenants and visitors to wear a face covering in elevators and washrooms. We are not a law enforcement organization, however, so we appreciate your help in ensuring your teams adhere to this recommendation.

While we recommend you use the highest standard you can acquire - such as N95 or KN95 masks; fabric, washable masks are equally acceptable in our elevators and common areas.

PPE (Disposal)

Due to the single-use nature of many face coverings, we ask that tenants be responsible when disposing of their used face masks and other Personal Protective Equipment (PPE).

Where possible, we will be providing dedicated Personal Protective Equipment (PPE) receptacles meant for used masks, gloves, wipes, etc.



Tenant Expectations



Elevators – Max Occupancy

At Sun Life Financial Centre we have limited maximum occupancy for our elevators and require that all tenants using the elevator are using proper Personal Protective Equipment (PPE).

- 50 O'Connor elevators – 3 passengers
- 50 O'Connor parking shuttles – 2 passengers
- 99 Bank elevators – 2 passengers

If you do not have a face covering to use for the elevator, and we have none to offer you, then we ask that you wait in the lobby for an empty elevator cab before you can board.

While we understand that this policy will inevitably slow down the previously quick & easy process of using an elevator, we ask that you assist us in ensuring this physical distancing protocol is followed to ensure the safety of yourself and your fellow building occupants.

Stairwells

Please do your part and stay apart while using the stairs. We ask that you keep a three (3) stair distance and do not pass.



Tenant Expectations

Overall Occupancy – Visitors

We are all doing our best to help things return to normal as soon as possible. One thing you can do to assist us is to limit the number of visitors you invite to your space.

Due to the elevator and Personal Protective Equipment (PPE) policies, inviting visitors will negatively impact wait times and potentially the safety of other building occupants. If you must invite a visitor to your space, please try to avoid peak times between 8-10AM and 3-6PM, and inform them of the Personal Protective Equipment (PPE) requirement.

Please plan to order Personal Protective Equipment (PPE) for your staff as BentallGreenOak cannot provide a supply to tenants.

Washroom – General Protocol

Due to the relatively permanent fixtures used in washrooms and their private nature, we have not set a maximum occupancy limit in these spaces. However, we still request tenants use Personal Protective Equipment (PPE) and maintain physical distancing, if possible while in the washroom.

In addition, we ask that tenants avoid touching their faces and follow all recommended hygiene protocols while in the washroom. Signage has been provided to assist with this – both inside and outside of any washroom.





Life & Fire Safety Procedures

Evacuation procedures (as outlined in your fire safety manual) will remain unchanged; however, we ask that you review your assigned muster station and take into consideration how physical distancing will be maintained, in the event of an evacuation.

Please update the Property Management team on any personnel and/or staff who will require assistance during an evacuation.



TENANT TIPS:

Return To Workplace

The following guidance is drawn from information provided by industry best practices. These tips can be used for your consideration and aid in your return to workplace planning

Please consider a gradual return to workplace schedule that begins with essential personnel first

Try to stagger your employee start times. This will help avoid excessive wait times for the elevators

Elevator systems will be operating at reduced capacities with likely a maximum of 3 or 4 persons permitted in an elevator at a time

Please expect long line-ups for elevators until all building occupants have adapted to this new vertical access protocol

- Provide your employees with Personal Protective Equipment (PPE)
- Implement a stay home when sick policy. You are encouraged to health screen your employees

BentallGreenOak will not be implementing a mandatory or voluntary thermal scanning of visitors to the building, unless directed by Provincial or Federal health organizations

- Consider a 'clean desk policy' to allow for greater cleaning and sanitization of workstation surfaces.
- Designate a single entrance and exit

- Remove every second chair from your boardrooms. Limit the number of people in each meeting to 6 people
- Eliminate shared occupancy of workstations
- Provide your employees with disinfectant wipes.
- Ensure each employee has their own phone headset, keyboard and mouse
- Reduce your office density by occupying every second workstation
- Identify when shared spaces (e.g. boardrooms, kitchens) will open and be available for employee use
- Adjust security and sign-in practices to minimize contact (e.g., no shared pens)
- Flush the taps in your sinks by running taps for up to 10 minutes before populating the suite for the first time after a period of closure
- Flush water lines in coffee machines, ice machines and internal water or drinking fountains

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For more Return to Workplace
Guidance for Tenants, click [here](#).

