

# TENANT BULLETIN

August 16, 2021

Sun Life Financial Centre

## RETURN TO WORKPLACE TENANT GUIDANCE

We're keenly focused on providing you with support and guidance, as you prepare for your return. We look forward to welcoming you back!

Our property management and operations teams are following an action plan that draws on industry best practices and adheres to the advice and guidance from provincial governments and public health authorities to place the health and safety of our tenants first.

### Our Commitment to Providing a Healthy and Safe Workplace

BentallGreenOak's approach is guided by the **FitWel Viral Response Module (VRM)**. Fitwel is a third-party certification system that aligns with the best science available to meet the practical needs of our buildings. Through innovation and collaboration with global health experts and trusted industry advisors, **Fitwel Viral Response Module (VRM)** sets the global standard for safeguarding occupant health and wellness in response to COVID-19 and beyond.

BentallGreenOak's Canadian real estate management group has been certified by FitWel for the **Viral Response Module (VRM)**. Through this certification process, the following strategies have been verified to support and enhance BentallGreenOak's commitment to providing a healthy and safe workplace.

- ✓ **Enhanced Cleaning**  
Our measures exceed industry standards, and all cleaning products used are proven to be safe and effective
- ✓ **Hand Hygiene**  
Hand sanitizing stations are available throughout our common areas. Supplies are restocked as needed and checked daily
- ✓ **Enhanced Indoor Environments**  
Our air ventilation and filtration control strategies help diminish the risk of aerosol transmission

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- ✓ **Prompts for the New Normal**  
Posted signage and decals in our common areas encourage physical distancing and Personal Protective Equipment (PPE) use
- ✓ **Personnel Protection**  
All BentallGreenOak personnel and onsite vendor partners must use Personal Protective Equipment (PPE) and follow strict protocols when entering property suites
- ✓ **Pandemic Preparedness Plan**  
Our team continues in its mission to cross-train employees and ensure that critical property functions are maintained
- ✓ **BentallGreenOak Employee Health Screening**  
BentallGreenOak employees and contractors are required to complete a health screening questionnaire before receiving access to the property

## TENANT EXPECTATIONS: WHAT TO EXPECT WHEN YOU RETURN

BentallGreenOak's return to workplace plan has been developed with flexibility so that it can be implemented to meet property-specific needs; the easing of physical distancing and other restrictions will vary based on each jurisdiction and its re-opening stage.

### Requirements for Recommended Personal Protective Equipment (PPE)

The use of non-medical face masks in public has been demonstrated to reduce viral spread from asymptomatic individuals. Personal Protective Equipment (PPE) standards and recommendations will be consistent with guidance from provincial public health authorities.

### Personal Protective Equipment - 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 PPE. Where possible, we will be providing dedicated PPE receptacles meant for masks, gloves, and other used PPE.

### Elevators and Stairwells

Based on local health regulations, elevator systems are still operating at reduced occupant capacity, permitting a maximum of 2 or 3 persons in each cab at a time. Where applicable, signage and decals have been installed inside elevator cabs to guide where and how to stand to meet distancing recommendations.

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When using the stairwells, do your part and stay apart and maintain at least a three-stair distance, and please do not pass.

## **Washrooms**

We continue to recommend the use of PPE and ask that physical distancing be maintained in public washrooms. In addition, we ask that tenants avoid touching their faces and ensure that they follow all recommended hygiene protocols posted throughout the washroom facilities. Signage remains in place as a reminder of handwashing and hygiene best practices.

## **Life and Fire Safety Procedures**

Evacuation procedures (as outlined in your fire safety manual) will remain unchanged; please review your assigned muster station and consider how to maintain physical distancing in the event of an evacuation. Please update the Property Management team on any personnel and staff who will require assistance in the event of an emergency evacuation.

## **Confirmed Cases**

Open and regular communication is critical to keeping everyone safe. Therefore, please notify our property management team if any employee or visitor discovers that they are suspected of or tested positive for COVID 19. Please be prepared to help us with contact tracing including identifying the person's last day in the building and the areas they visited before feeling ill or receiving a positive test result.

## **TENANT TIPS: PREPARING FOR WORKPLACE RE-ENTRY**

The intensity and type of health security measures implemented should be based on current conditions in your area and advisories from local health authorities. The easing of physical distancing and general restrictions will vary in each jurisdiction and its re-opening stage.

The following guidance is drawn from industry best practices and aims to assist you with 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

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- Implement a stay home when sick policy. You are encouraged to health screen your employees. Please note: 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 your entry and exit points and how you can direct traffic to minimize pinch points in these areas by designating specific directions for specific entries or splitting space
- Use contactless forms of payment when purchasing food from vendors
- Adjust security and sign-in practices to minimize contact (e.g., no shared pens)
- Provide your employees with Personal Protective Equipment (PPE) and disinfectant wipes
- Consider a 'clean desk' policy to allow for greater cleaning and sanitization of workstation surfaces
- Reduce your office density by occupying every second workstation
- Ensure each employee has their own phone headset, keyboard, and mouse
- Remove every second chair from your boardrooms, and limit the number of people in each meeting
- Eliminate shared occupancy of workstations and identify when shared spaces (e.g., boardrooms, kitchens) will open and be available for employee use
- Flush the taps in your sinks by running taps for up to 10 minutes before entering your suite for the first time, particularly after a lengthy period of closure. Also, flush water lines in coffee machines, ice machines and internal water or drinking fountains.

Sincerely,

**BentallGreenOak**

**Lynn Heaston**

Property Manager

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