

Return to the Workplace

**Building A Safe Healthier
Work Environment**

Version 1.0

CROWN
PROPERTY MANAGEMENT

Table of Contents

Arrival Experience	3
Ingress and egress/access controls	3
Sanitizer Stations	3
Security	3
Signage/Wayfinding	4
Density and Orientation of Space and Traffic Flows	4
Lobby and Common Areas	5
Stairwells.....	5
Elevators.....	5
Building Operations and Amenities.....	6
Building Air Ventilation Systems.....	6
Housekeeping, Deep Cleaning, Disinfecting, Decontamination	6
Washroom and Drinking Fountains.....	6
Shipping and Receiving	6
Parking Operations and Payment	7
Restaurant and Cafes	7
Bike Facilities	7
Outdoor Furniture.....	7
Fitness Centre and Conference Centres	7
Shuttle Bus.....	7
New Policies and Practices for Visitors and Service Providers.....	8
Guests and Visitors	8
Deliveries.....	8
Building Work/Construction.....	8
Personal Protective Equipment (PPE)	8



Day One Return to the Workplace

Arrival Experience

Crown has prepared this information document to assist you in navigating your way through the building with the newly implemented procedures. The following is an outline of the areas affected.

Ingress and egress/access controls

- Instructions and signage are installed at all access points into the building advising the path of flow. There are specific entrance and exit doors for all occupants to follow to ensure the least opportunity for cross pathing.

Sanitizer Stations

- Additional hand sanitizing stations have been installed in the main floor lobbies.

Security

- The security desk has been reconfigured with a plexiglass screen between guests and security personnel.

Signage/Wayfinding

DISPLAY SIGNAGE INSTALLED:

- ATTENTION Passive screening that includes an ATTENTION sign at the entrances to ensure all building occupants and visitors do not proceed into the building should they have any symptoms noted on the signage.
- To sanitize before use of electronic directory boards, where applicable.
- At building entrances and exits, lobbies, parking facilities, and common areas, outlining new rules and procedures.
- Posters promoting respiratory and best hygiene practice, and hand washing campaigns. This is combined with other communication measures such as offering guidance from occupational health and safety.
- Frequency of high touch area cleaning throughout the day.
- Promoting social and physical distancing, including where people should stand and how many people are allowed in an elevator at one time.
- Areas that are closed/off limits in the lobby collaboration zones.
- Near freight elevators with requirements for face masks/coverings and other PPE for contractors.



Density and Orientation of Space and Traffic Flows

- Implemented directional floor arrows in support of safe distancing for any queues or waiting areas.
- At the security and delivery areas, installation of stanchions and signage to designate direction of movement and reminders to maximize ability to physical distance by keeping right and not passing.
- Where required, installation of stanchions to create an open space between lanes of pedestrian traffic moving in opposite directions.
- Traffic flow will be closely monitored, limiting the amount of people that can occupy the common area(s) at one time.



Lobby and Common Areas

- There is distancing guidance in buildings that have common area workspaces, collaboration zones or lounges,
- Signage to guide people to follow protocols.
- Display of frequent communications and updates on lobby screens, where available.
- Increase of space between lobby furniture and reduced seating to promote and support physical distancing.

Stairwells

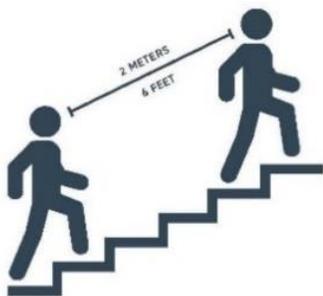
- To ease elevator traffic and wait times, it is recommended to use the stairs.
- Where applicable, display of signage indicating designated “up” and “down” stairwells.
- Display of physical distancing signage.
- Frequent and thorough cleaning and disinfecting of stairwells and handrails in response to increased stair traffic.

Elevators

The size of elevator cabs eliminates the ability to meet physical distancing protocols of 2 metres/6-feet without limiting passengers to a specific number of people per cab. Recognizing this, the following measures are in place:

- Recommend all passengers to wear masks while riding in the elevator with other passengers.
- Instruction for passengers to select destination and move to the furthest open space from the door.
- Physical distancing queue management for waiting passengers.
- Signage inside elevator cars displaying healthy elevator use protocols – this includes floor stickers to establish distancing zones and describe where and how to stand. Increased frequency of elevator disinfecting of high touch surfaces such as elevator panels and buttons.
- Installed replaceable sheet plastic covering over elevator call buttons as an interim measure to facilitate enhanced cleaning and disinfection and protect electronics from potential damage.

AVOID THE WAIT **TAKE THE STAIRS**



MAXIMUM 3 PEOPLE PER ELEVATOR



Building Operations and Amenities

Building Air Ventilation Systems

Crown made changes to building operation of the heating, ventilating, and air-conditioning systems (HVAC), to reduce airborne exposures. Under the advice of the American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) the building HVAC Systems has been programmed to operate a minimum 1 hour before regular business hours and will continue for a minimum of 3 hours afterwards. This will enhance the positive impact of increasing outside air ventilation and filtration efficiency. Furthermore, air filtration has been reviewed to ensure all edges are sealed to limit bypass.

As per the updated ASHRAE standards dated April 14, the minimum amount of fresh air entering the building has been increased to allow more outdoor air to be circulated which will increase fresh air exchanges

Housekeeping, Deep Cleaning, Disinfecting, Decontamination

Crown established enhanced cleaning protocols, as cleaning and disinfection of the building is a top-of-mind concern for everyone.

- Highly visible additional dedicated day staff to focus on increased frequency of cleaning and disinfection in high density and high-touch areas, such as building and elevator lobbies; elevator interiors, buttons and surfaces; restrooms; furniture; fixtures; door knobs; switch plates; building entrances; mats; handrails; and other frequently touched surfaces.
- Cleaning staff utilizes approved disinfectants
- Cleaning staff have received COVID 19 training sessions on cleaning protocols and proper use of disinfectants.
- Suspension of the use of reusable cleaning materials and follows World Health Organization (WHO) and Public Health recommendations for disposing cleaning products.
- For any special deep/disinfectant cleaning, contact the Crown Management Office for further details.

Washroom and Drinking Fountains

- Washrooms are regularly disinfected.
- Reduced number of urinals and sinks directly next to each other.
- Hand free door sensors have been installed where possible.
- Exit waste bins have been installed to dispose of hand napkins on the way out.
- Public Health handwashing instructions are posted.
- Physical distancing reminders are posted.
- All water fountains and water bottle fillers are shut down until further notice.



Shipping and Receiving

Due to the varying approach to goods movement at the property, the recommendations below are intended as guidelines adapted to our property operations:

- Require delivery personnel to wear PPE.
- Schedule tenant access to pick-up facilities in advance to maximize ability to maintain physical distancing protocols.
- Signage with messages at loading docks and pick-up facilities.



Parking Operations and Payment

In building with parking facilities, the parking operation will be open. It is anticipated that there may be an increase in vehicle commuters in response to COVID-19, who are seeking alternatives to mass transit. We recommend you prepare to go to the building at an earlier time to secure parking. At this time, cash will not be accepted. Parking payments are to be made by credit or debit transactions.

Restaurant and Cafes

Retailers that provide Food & Beverage (F&B) services to building occupants may need to be limited in their operations due to the economic impact. Physical distancing protocols include enhanced line queuing areas. **Generally, food service providers will be responsible for physical distancing measures inside their space.**

Bike Facilities

Bike facilities will remain open. It is anticipated that there may be an increase in bike riders as commuters may seek alternatives to mass transit. We recommend you prepare to go to the building at an earlier time to secure bicycle parking.

Outdoor Furniture

As the outdoor furniture is not part of the regular disinfecting schedule and is not a destination where people should be congregating during this time, the use of all outdoor furniture is off limits until further notice.

Fitness Centre and Conference Centres

As part of the phase in process, the Fitness Centre and Conference Centre is closed until further notice.

Shuttle Bus

(If applicable) There will be a limited number of passengers on the shuttle bus at any one time, and as a result there will be an increase in pick ups and drop offs. A schedule will be provided to all building occupants.

New Policies and Practices for Visitors and Service Providers

Guests and Visitors

As the building adjusts to re-entry of the building, Crown is limiting access to certain categories of site visitors such as non-essential vendors and contractors. We also recommend for building occupants to limit the number of their guests/visitors. **Tenants are to ensure their guests/visitors wear proper PPE.**



Deliveries

To mitigate interactions within the building and support social and physical distancing, Crown has designated one location in the lobby for all deliveries. Tenants are to meet with delivery personnel at the designated location to pick up their package(s).

Building Work/Construction

Building Workers are classified as any service provider performing maintenance or construction to the property either on behalf of the landlord or tenant. Crown has implemented a policy that follows the criteria below:

Service providers are not to enter the property if they feel unwell or have been in contact with someone who has tested positive for COVID-19.

PPE must always be worn by ALL SERVICE PROVIDERS throughout their entire duration at the building and while working.

- Vendors are to share their health and safety plans and new protocols in advance of any work.
- No hand shaking, or any other touch contact.
- No sharing of any tools unless they have been properly sanitized in advance.
- All shared touch surfaces must be sanitized every hour. This includes, but is not limited to door handles, handrails elevator buttons, etc.
- Mandatory hand washing for 20 seconds with soap and water every hour.
- Any food containers, coffee cups etc. must be discarded in the appropriate waste/recycling bins, and all surfaces sanitized following any food breaks.



Crown will also endeavor to stage trades work at different times; split up trades into quadrants and limit the amount of construction workers riding on freight elevators.

Personal Protective Equipment (PPE)

Health & Safety is of the utmost priority to Crown and therefore adhere to all applicable safety practices, referring to existing regulatory requirements, policies, procedures and risk assessments for mandates or recommendations on wearing face masks or coverings where physical distance is a challenge.

All building personnel and service providers are adequately trained in fitting, wearing and using PPE such as masks, gloves, and eye protection, as well as safe removal and disposal into bio waste bins. Proper bio waste bins will be placed at the entrances in the lobby, as well as the waste room by the loading dock for tenant use. It is important to understand that PPE is not a substitute for regular hand washing and proper cough and sneeze etiquette.