



# **BETTER TOGETHER**



A Playbook to Support You in Returning  
Employees to Your Workplace

**VERSION 2**  
**SEPTEMBER 28, 2020**

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# INTRODUCTION

## BETTER TOGETHER

**The global COVID-19 pandemic has changed the way almost everyone works, lives and plays. As responsible landlords, we have been working hard behind the scenes to create safe spaces for you and your teams to return to.**

Adapting to a new normal has been a journey. As we changed our processes, and in some cases, developed innovative solutions, we evolved our strategy, too.

That's why you'll find new and updated information throughout this playbook that is designed to address the ongoing situation that we all face together as we bring everyone back to their workplaces.

Our **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. It 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

In all QuadReal properties, including those where municipal bylaws apply, wearing masks or face coverings in common areas of the building, such as lobbies, elevators, washrooms, parkades and any common public gathering areas will be mandatory (this applies to tenant employees, visitors, QuadReal employees, contractors, vendors, delivery personnel and couriers).

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)**.

**We learned - and continue to learn - a great deal throughout this whole process, with the biggest lesson of all being just how important you are as our valuable partners. Together, we will do everything we can to keep everyone safe and healthy as you and your teams return to the workplace.**

# 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, signage and stanchions are being used to define the flow of traffic.

Where provisions exist in office buildings, individual floors can only be accessed via card reader by your employees who have authorized access to the floor on a 24-hour, 7-days a week basis. For floors that anticipate having visitors (professional

services, medical) please contact **QuadReal CONNECT** to advise the floor and the hours that you require that the floor be taken off card access.

## VENDOR ACCESS

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

- A mask must be worn when working at the property.
- All access permits are to be shown on a smart device such as a phone or tablet to gain access. No paper permits will be issued or accepted at this time.
- When signing in at a property, contractors must maintain physical distancing. Extended wait times can be

## WE MUST BALANCE BEING PREPARED WITH BEING ADAPTABLE. WE WILL DO THIS TOGETHER.

expected when accessing a property, so please plan accordingly.

Vendors and contractors working in the building on behalf of QuadReal, as well as those who require access to tenant premises, must acknowledge while completing their access permit that, in the past 14 days, neither they nor any of their employees:

- **Have experienced any symptoms of COVID-19** (cough, fever, sore throat/trouble swallowing, difficulty breathing or general flu-like symptoms including muscle aches and severe exhaustion/weakness, runny nose).
- Have, or anyone in your household has, **returned from travel outside of Canada in the last 14 days.**
- Have **had prolonged or direct contact with anyone who has COVID-19 or who has developed COVID-19 symptoms** in the preceding 14 days (to the best of their knowledge).
- Have been advised/directed to self-isolate or quarantine by a doctor or health authority.

Vendors and contractors must also ensure 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) when entering a building. 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
- 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.

Vendors and contractors must notify property management as soon as they are aware of any employee working in our property where a probable or confirmed case of COVID-19 is known.

QuadReal requests that building entrance requirements are communicated and acknowledged by vendors working on your behalf in the building.



# PHYSICAL DISTANCING IS KEY

## VISITOR ACCESS

**Where visitor registration is not already in place, your visitors will not need to register with us.** Instead, we ask that you meet your visitors on the main floor of the building and escort them to your premises. We encourage you to track visitors should you need to communicate potential exposure if it is discovered any individual has contracted COVID-19 while the visitor was in your premises.

## PASSCARDS

**The process for requesting new or replacement passcards will continue as normal, however, for the foreseeable future we will eliminate the requirement to take photos for placing on 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

## BIKE STORAGE FACILITIES

**Interior and exterior bike storage facilities will remain available for use.** Some locker and shower facilities are available for use in certain properties and others may remain suspended, depending on local conditions. Employees who wish to gain access to open shower facilities will be required to register and sign a waiver. Contact **QuadReal CONNECT** to make arrangements. We ask that you follow good hygiene etiquette by washing your hands or using hand sanitizer after locking up or removing your bike.

## DRINKING FOUNTAINS

**All drinking fountains in common areas have been removed from operation for the foreseeable future.** Water bottle refill stations operated by a sensor that require no physical contact by a person or object will continue to be in operation.



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

### FOOD COURT

**Physical distancing in food courts is promoted with floor decals and stanchions to manage queues.**

Food court seating is available for customers to use with tables and chairs spaced out to accommodate physical distancing.

We encourage you to order food in advance via **QuadReal+ mobile app** or other food ordering apps, only going to pick-up once you are notified that your food is ready.

### GYMS AND MEETING FACILITIES

**Restrictions to these facilities continue to be reviewed, with some facilities open to serve you.**

Gyms managed by a third-party operator will be considered for reopening as building population increases following government guidelines and in a manner that promotes physical distancing. Meeting facilities remain closed at this time. In buildings where fitness centres have re-opened, your employees will be required to register with the fitness centre operator, sign a waiver, and book pre-scheduled workout times.

registration and booking times. Signage is placed at the Fitness Centre identifying rules and protocols that visitors are to follow during their workout.

## **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.

## **VALET AND VEHICLE DETAILING**

Valet and vehicle detailing operations will remain suspended until physical distancing restrictions are lifted.

# BUILDING SYSTEMS

**QuadReal engaged a national team of employees with expertise in Operations, Technical Services and Health and Safety to develop a comprehensive Return to Workplace plan that ensured all building systems and equipment were creating the healthiest environments possible for our tenants, customers, employees and residents.** The guidance document was created with direction from several reputable organizations including ASHRAE (American Society of Heating, Refrigerating and Air Conditioning Engineers), Provincial Centres for Disease Control, Provincial health authorities, and Health Canada and included support from third party Indoor Environmental Quality Consultants.

We understand people have questions about COVID-19's ability to travel through heating, ventilation, air conditioning systems (HVAC). At this time, the consensus among infectious disease experts, global health organizations, and provincial health authorities is that airborne transmission of COVID-19 is possible. The specific conditions required to permit airborne transmission are unclear and require more investigation by health authorities. However, as an additional precautionary measure our operations teams have implemented a number of proactive measures to improve the overall air quality in our buildings in accordance with guidance from the American Society of

Heating, Refrigerating and Air Conditioning Engineers (ASHRAE)'s position on infectious aerosols including:

- Maximizing the use of outside air in our air handling units.
- Installing superior level air filters in all of our buildings.
- Increasing filter frame inspections to ensure that filters fit tight and are sealed to minimize air bypassing the filters.
- Increasing operation of the HVAC systems for 2 hours before and 2 hours after normal scheduled run times to enhance fresh air levels.
- Regularly inspecting air distribution devices (supply, return and exhaust air grilles and diffusers) to ensure they are clean.

- Maintaining a minimum relative humidity of 30% to 60% in our buildings. Studies have shown that this humidity range enhances the immune system's ability to respond to pathogens.
- Increased testing of our water treatment in cooling towers, closed water systems and water features.

We trust that the above noted measures provide confidence to both you and your team that QuadReal is taking the necessary steps to create and maintain healthy air quality in all of our buildings. We will continue to share findings about COVID-19 and the workplace as new information becomes available from provincial, federal and global health authorities.

# 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

The cleaning frequency has been increased in high-touch and high-traffic areas including, but not limited to, door handles, elevator buttons and touchscreens, escalator handrails, directory screens as well as at-grade and below-grade common areas such as parking and bike storage, seating, garbage disposals, Concierge and Security desks and mailroom surfaces.

- Unsecured connecting doors in common areas will be deployed in the 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 have introduced 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 your 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 that the necessary precautions are taken by those who may need to work in the space.

If you have any changes to your 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 in building lobbies, parking vestibules, Concierge desks and exterior entrances as well as in all common areas where people could gather and where visual cues are needed to maintain physical distancing.
- Waste disposal at building exits for the disposal of Personal Protective Equipment (PPE).
- Where municipal bylaws exist or if directed by QuadReal, the mandatory requirement of wearing masks or face coverings while being in a common area of the building.
- All furniture for public use except for food court seating 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, we've made some changes and need your co-operation to ensure 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 and which way to face.
- 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.
- All passengers must wear a mask or face covering when using the elevators.

### **Escalators and Stairs**

**To support the need to physical distance, signage is posted at the escalators and stairs asking everyone to:**

- Keep right
- Not pass
- Stay three steps away from the person in front of you

Due to concerns related to safety and security and to limit the number of touchpoints that require frequent cleaning, emergency stairwells will not be open for you to access your premises and will be available for emergency use only.

### **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.

WE WILL  
CONTINUE  
TO SHARE  
INFORMATION  
TO HELP  
SUPPORT OUR  
TENANTS



# CONFIRMED CASES OF COVID-19

**A crucial part of keeping everyone safe is open, two-way communication. You should notify your property management team as soon as you are aware if any of your employees have a confirmed case of COVID-19, 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.**

QuadReal will immediately disinfect all areas visited by the individual that we customarily clean, including common areas and all common touch points, in compliance with the World Health Organization and the Public Health Agency for Canada's recommended cleaning protocols. Tenants are advised to ensure that areas under their control are cleaned in accordance with these recommended cleaning protocols.

In addition to cleaning and disinfecting, we will also notify other tenants in the building while ensuring that the privacy of the individual is maintained.

# DIGITAL INNOVATION

**In order to better understand traffic flow to improve physical distancing and keep you safe, we have deployed a number of people counting sensors within the common areas of our buildings.** These devices will allow us to understand total building occupancy by counting enter/exit, elevator lobby density by counting people dwelling, and restroom occupancy to indicate max occupancy via LED light or digital screens. This information will soon be available to you via our **QuadReal+ mobile app** so that you can better plan your arrival and departure times, and your visits to our building amenities.

# 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 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 of their condition and location as quickly as possible.

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. Until further notice, 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 defenses 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

**QuadReal has launched online virtual tours at many of our properties for viewing by prospective tenants.** In-person 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.

# LOADING DOCK OPERATIONS

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

In addition:

- Alcohol-based hand sanitizer will be provided on the loading dock and in courier offices.
- Designated receptacles labelled for PPE disposal will be located on the loading dock and in courier offices for the safe disposal of masks or face coverings and gloves.
- A sign will be posted asking for masks or facial coverings and gloves to be worn by all employees, contractors, couriers and visitors, and encouraging everyone to sanitize their mail and packages.
- All couriers, including bicycle couriers, will be directed by property personnel.
- Floor decals will be used on loading docks and in courier offices, demarcating standing positions and delineating the flow of traffic to encourage physical distancing.
- Where separate freight elevators do not exist or are out of service, a designated passenger elevator will be assigned for delivery.
- Delivery personnel will be required to wear PPE, maintain physical distancing while in the building, and adhere to the general rules and regulations of the building.
- Where there is a property loading dock, security office or other office where access authorization is validated, keys and passcards are issued, packages are collected, etc. a queue will be established to encourage physical distancing.

# 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, Concierge 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.

Where mandated by municipal by-law (or directed to by QuadReal), everyone is required to wear masks or face coverings when in all common areas of a building including elevators, parking garages and washrooms.

All PPE must be disposed of in designated receptacles 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 AND FACE COVERINGS IS REQUIRED WHERE MANDATED BY MUNICIPAL BY-LAWS, OR WHERE DIRECTED TO BY QUADREAL. EVEN WHERE NOT MANDATED, WE STRONGLY ENCOURAGE EVERYONE TO WEAR THEM.**

# QUADREAL+

**Due for launch in September, QuadReal+, is an all new tenant experience app available across QuadReal's Office portfolio.**

We want to ensure that you stay safe as you return to the office, by taking advantage of our new, real time communication platform and notification system. You'll have access to retailer promotions and building updates, while enjoying the innovative ways we're connecting smart building technology with our tenant community. Explore our newest digital platform by downloading **QuadReal+** today.

**Please note:** Each tenant located in a QuadReal office property will be provided with a company-specific registration code that will give your employees exclusive access to the app. **QuadReal+** is available on both the Apple App Store and Google Play for download.

# 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 have been 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, and if QuadReal has assurance and confirmation that our employees' and contractors' privacy of information will be maintained.



# TENANT AND COMMUNITY EVENTS

**As we continue to practice physical distancing, all events that promote social gathering in person are suspended at this time.** The health and well-being of tenants and communities remain the utmost importance to us as we strive to meet you in your workplaces - wherever that may be.

## **BETTER TOGETHER AND THE QUAD**

**Better Together is an online program curated exclusively for tenants and their families.** It features wellness seminars, creative workshops, environmental education and much more. All upcoming

events and recordings will be shared each month through The Quad, a monthly 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 requests 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.
- Additional paper towels will be made available for people to dry their hands and should be disposed of in the waste receptacles provided.
- 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, as well as 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 replacement, 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, even if this window of time is after your regular business hours.

QuadReal has developed and implemented several measures to reduce the chance of COVID-19 transmission. As a first step, we actively limit the number of times QuadReal employees or contractors enter your space and wherever possible conduct service calls outside of working hours. When a visit is needed during working hours and your employees are in the building, we are taking these extra precautions to keep you safe:

### **During Service Call**

During service calls, QuadReal employees and contractors will wear masks to protect you and your colleagues. Masks have been acknowledged by the World Health Organization and Health Canada as an effective barrier to reduce the spread of virus by reducing the spread of droplets

from a person's mouth and nose when talking, laughing, yelling, coughing, or sneezing. Face shields may be used instead of masks and provide similar protection.

### **Post Service Call**

After the service call is complete, QuadReal employees and contractors will disinfect surfaces that were touched with a hard-surface disinfectant spray and micro-fiber rag. The disinfectant products they use are approved by Health Canada to effectively work against COVID. You can find the list here: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>. As an additional pre-cautionary measure, the micro-fiber rags are changed daily and laundered prior to use.

# 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 of surfaces.

WE ARE  
COMMITTED TO  
SUPPORTING  
YOU DURING  
WHAT WILL  
UNDOUBTEDLY  
BE A NEW  
CHALLENGE  
FOR ALL OF US

## WE APPRECIATE YOUR PATIENCE AS WE WORK THROUGH THESE CHALLENGING TIMES.

- Designate a single entrance and exit to your premises (while maintaining compliance with any codes or fire regulations) 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

As everyone begins to return to the workplace and we establish a “next normal” we anticipate some challenges. Let’s face it, change is often difficult for many people to adopt. As the situation continues to evolve, so will our response – and we are committed to keeping you informed. In fact, two-way communication is crucial to any successful partnership, including ours.

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 would like to acknowledge our frontline staff for stepping up every day to manage our properties and most of all, your ongoing partnership.

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QuadReal is taking steps to align our practices with the Fitwel Viral Response strategies to show our commitment to supporting everyone in the return to work journey. More information can be found at <https://www.fitwel.org/viral-response-module/> and we will provide an update as we work through this process.

# 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)**.