



Working together to reopen our Cadillac Fairview office towers

Dear Client,

Cadillac Fairview (CF) would like to share the measures we have implemented to continue to provide a safe and healthy work environment at our office tower(s). We hope that you find this useful as you plan your organization's return to work.

The following measures have been developed by CF by taking into account current government orders, industry best practices, and the advice, recommendations and instructions of public health officials. Please note these measures are subject to change based on the current circumstances. As the COVID-19 situation evolves and building occupancy fluctuates, we will continue to assess the effectiveness of these measures and make adjustments where necessary. We may also adjust these measures as a result of changes to government orders and the advice, recommendations and instructions of public health officials.

Building Access

Clients should carry passcards at all times. Clients and visitors must wear masks upon entering the building in accordance with City of Toronto By-laws [541-2020](#) and [664-2020](#). Masks are required to be worn on elevators. At present building entry doors are secured and accessible by passcard.

In order to maintain physical distancing and manage traffic flow, there will be a limited number of entry doors open. Main entry/exit doors will clearly be marked as IN or OUT to encourage physical distancing, where possible. These access points will be continuously monitored, and you should anticipate changes as building occupancy fluctuates.

- Main lobby doors (including mall entry doors) will remain secured until property occupancy increases. We will let you know when the secure mode is lifted. Please ensure you use your building passcard for entry until further notice.
- Occupants should continue to use the street entrance to access 20 Queen. East side stairs and the UP escalator will solely be used for access to the upper lobby and passenger elevators. NOTE: West side stairs will be used to access the lower lobby and to exit the building. Depending on volume, safe distancing will be in place, so clients may experience lines or slight delays.
- Access from the shopping centre into 20 Queen will be permitted is presently permitted with use of a passcard.
- The mall entrance from 20 Queen may be used to exit the building.



- Physical barriers, like stanchions, floor markers and/or signage, will be used to manage traffic flow as needed especially near elevators.
- Stairs which are typically open for public use will be cleaned more frequently.
- Emergency stairwells will initially remain closed, pending review, and an update will be provided should this change.

Lobbies

You will see some of the following additions to our lobbies:

- Hand sanitizer dispensers.
- Furniture temporarily removed and/or signage placed to support physical distancing measures.
- Signage posted emphasizing hygiene and physical distancing measures.
- High-touch surfaces (e.g. glass, handles, push-buttons, escalator handrails) disinfected and sanitized approximately every two hours.
- Plexiglass protective barriers installed at security and reception desks.
- Touch screens (e.g. digital directories) turned off temporarily.
- Courtesy phones at lobby desks will have disinfecting wipes available for use.
- Disposal bins for PPE.
- Signs at escalator entrances recommending people leave 3 courtesy steps between each rider to provide physical distancing.
- Additional staff/security to assist with managing volume, encouraging safe distancing, use of elevators.

Elevators

Clients and visitors are required to wear masks and to limit the number of people entering an elevator to no more than four (2) at a time.

The following steps will be taken:



- Elevators will be in secure mode until property occupancy increases. We will let you know when the secure mode is lifted. Please advise us as to which floors you would like on free access, taking into account deliveries and visitors to your premises, by contacting tecaccessc@cadillacfairview.com
- Signage posted emphasizing hygiene and physical distancing measures.
- Floor markings in elevators to help guide where to stand.
- Touchpoints (e.g. buttons, handrails) disinfected approximately every hour, or as required, based on usage.

Washrooms

The following steps will be taken:

- High touch point surfaces disinfected and sanitized frequently throughout the day
- Hand washing signage installed.
- Drinking fountains will be temporarily out of service.

Parking

The following steps will be taken:

- Cleaning and hygiene practices enhanced as in all common areas. Hand sanitizer stations available in parking elevator lobbies.
- High touch point surfaces like payment stations disinfected and sanitized throughout the day.
- Signage posted emphasizing hygiene and physical distancing measures.
- Increased ventilation, where feasible.
- Courtesy car stations (e.g. window cleaning squeegees and compressed air for tires), temporarily closed.
- Electric car charging station areas equipped with disinfecting wipes.
- Car share programs temporarily suspended.
- Parking offices will be equipped with protective barriers (i.e. plexiglass guards/windows).

Building Services

Passcard Office

- Passcard processing should be arranged in advance. Please contact the Access Control Centre at tecaccessc@cadillacfairview.com or 416.598.8632 for assistance.



Security check-in for contractors

- Additional hand sanitizer stations provided.
- To ensure safe flow of traffic, physical distancing measures will be in place at entry and exit points.

Loading dock for deliveries

- Check in required at security for loading dock deliveries prior to accessing upper levels, where applicable. Longer wait times may be required as a result of controlled access to loading docks to facilitate physical distancing.
- Additional hand sanitizer stations available.
- Masks and gloves strongly encouraged throughout building areas, including in passenger and/or freight elevators.

Property Events

- Events which bring large groups of people together are subject to guidance and restrictions from municipal and provincial governments. They will be temporarily suspended until further notice.

Amenities

Certain amenities will be altered, removed, or suspended until further notice

Food Court and Retail Areas

- Take-out recommended vs. dine-in at food court. Visit www.cftorontoeatoncentre.com for the latest information on dining.
- Seating and furniture may be removed and/or reduced to achieve physical distancing requirements.
- Physical barriers like stanchions, floor markings and signage to manage queues.
- Hand sanitizer stations for client and visitor use.
- High touch point surfaces like chairs and tables receive enhanced disinfecting and sanitizing.
- Reusable items, such as food trays temporarily suspended.
- Ongoing communications with retailers and vendors to encourage physical distancing.

PATH

- Signage will be posted to encourage physical distancing along with floor markings to help traffic flow as required.



- Common area washrooms will have additional cleaning and disinfection provided.

Other Amenities (where available)

Bike Facilities

- Additional cleaning of high touch point surfaces
- Hand sanitizer stations by bike room entrances
- Physical distancing signs posted along with the recommended number of people inside the facility at a time.

For your added convenience also find attached a list of other considerations and FAQ's below.

These are unique and challenging times for everyone. Working together, we can ensure the safety and security of our colleagues, clients, suppliers and others. We want to assure you that CF is doing everything we can to keep you safe while you are at our properties. As the situation evolves so will the measures we take. Please contact Angelo Potkidis, General Manager, Office (angelo.potkidis@cadillacfairview.com) or Patrick Nurse, Manager Tenant Relations (patrick.nurse@cadillacfairview.com) if you have questions or concerns.

We thank you in advance for your continued support and understanding,

Angelo Potkidis
General Manager, Office



Other Client Considerations

1) Does CF support flexible work arrangements?

- We encourage you to consider implementing flexible work arrangements to support physical distancing measures. In addition, we encourage clients with vulnerable employees, as listed by Public Health authorities, to continue to work from home, if possible and follow the latest provincial and municipal orders regarding essential and non essential workplaces.
- You should consider phasing employees return to work and/or having multiple shifts of workers.
- We recommend that you stagger arrival and departure times to minimize the number of people arriving and leaving at the same time.

2) Who to contact if you would like additional cleaning in your space.

- Please contact Lisa Hasson, Workflow Coordinator at lisa.hasson@cadillacfairview.com or 416.598.8409 to obtain a proposal based on your needs beyond current base building services.

3) Should you provide employees with Personal Protective Equipment (PPE)?

- CF encourages you to provide your employees with masks and to make arrangements for visitors and couriers entering your premises.

3) Can CF help you with physical distancing measures?

- We will be promoting physical distancing measures with clear signage and/or floor markers throughout the common areas of the building.
- You should consider how to provide physical distancing in your own premises, by restricting use of common areas like boardrooms, lunch rooms, coffee areas and water stations where possible.
- Consider designating a single entrance and exit (while not prohibiting emergency egress) to your premises.
- Consider removing (at least) every second chair from your boardrooms and limit the number of people in each meeting. We recommend that you follow your local health guidance, since the guidance may vary by Province and City.
- Consider eliminating/reducing shared occupancy of workstations or reduce the use of these areas.
- Consider providing your employees with disinfectant wipes and give each employee their own phone headset, keyboard and mouse.



- Consider reducing your office density by occupying every second workstation and by installing physical barriers between workstations, where employees are in close proximity or are facing each other.
- Consider installing a barrier (e.g. plexiglass or physical distancing signage) at reception desks.

4) How do you report suspected or positive cases of COVID-19 in or related to a CF workplace?

- Employee to communicate with their immediate Supervisor/Manager
- Supervisor to communicate with CF site contact
- Advise affected employee to leave workplace immediately and contact public health for guidance
- Follow public health guidance and protocols for identifying other employees who may need to be in quarantine, cleaning of space/areas and additional communications
- CF site management to arrange for cleaning of common areas
- You should have procedures in place if an employee feels unwell at work and/or symptoms of COVID-19 (e.g. isolation room and procedure for sending those who have been in contact with that person home).

5) Are there resources you should review for additional information on best practices?

Reference documents for additional best practices that can be applied in your premises:

[o Province of Ontario](#)



Frequently Asked Questions (FAQs):

1) Will CF screen clients/visitors/vendors as they enter the property?

CF will not be taking temperatures and/or screening via questionnaire anyone entering our properties. For more information on screening measures please [click here](#)

CF will ensure all vendors have a policy in place around employee health.

2) What steps is CF is taking to ensure CF employees and/or third parties under CF's direction are healthy when entering my space?

CF has ensured all our partners have pandemic plans in place, including policies for employee health such as not coming to work when unwell, and requirements to quarantine when exposed to someone suspected or confirmed to have COVID-19. The measures required for self-isolation after travel are also being enforced.

Contractors will be asked to complete a self-declaration of health before working on the property.

3) How will CF ensure physical distancing is adhered to?

CF expects everyone will play their part in following Public Health recommendations and guidelines. Signage will be posted and additional steps, such as removing furniture and canceling events, will be implemented. We will also remind our vendors to follow Public Health guidelines.

In elevators, all passengers are required to wear masks.

4) Will mail/package delivery and/or food delivery be treated differently than in the past?

CF will expect those arriving for deliveries to wear masks and gloves and we ask clients to do the same.

We also ask that you direct couriers and food deliveries towards the freight elevators.

CF will not be taking additional steps when accepting mail/packages and/or food delivery. We encourage clients to implement strategies that suit their needs while taking into consideration physical distancing measures.

5) Will CF be supplying masks or gloves to clients/visitors?

CF encourages our clients to provide their employees with the necessary PPE and make the necessary arrangements with any employees/visitors/couriers entering your premises. As a



reminder, in accordance with the aforementioned city by-laws CF requires masks to be worn in elevators and common areas.

CF will not be providing masks or gloves but will provide waste receptacles in our lobbies for proper disposal.

6) What would happen if CF was notified of a confirmed case of COVID-19 in a building?

As a reminder, clients are required to immediately inform CF (angelo.potkidis@cadillacfairview.com and patrick.nurse@cadillacfairview.com) of both presumptive and confirmed cases of COVID-19, so that appropriate actions can be taken in a timely manner, following the direction of the Public Health Authorities.

As directed by public health authorities, clients would be notified and CF would complete the necessary decontamination cleaning in the common areas of concern. CF would work with clients to ensure decontamination occurs within client space.

7) What are the steps that CF is taking around Heating, Ventilation and Air Conditioning (HVAC)?

CF has reviewed information provided by the World Health Organization (WHO) and consulted with industry experts, including the Base Building Mechanical Engineers for our properties. The HVAC in our buildings meet [ASHRAE standards](#), which is believed to be adequate at minimizing exposure to COVID-19. CF is continuously monitoring recommendations from WHO, Centre for Disease Control (CDC) and other public health authorities and will follow any recommendations made by those entities as it relates to HVAC. Additional measures, like increased outdoor air and/or extended operating hours of the building's ventilation systems (where possible) will be taken, out of an abundance of caution.

8) Will CF take additional steps to clean outside areas (e.g. courtyards etc.)?

CF will continue with the practices utilized prior to the pandemic, as it relates to outside spaces. We will have signs in place to recommend physical distancing.

9) Will CF be modifying base-building cleaning procedures?

CF will continue to maintain a high standard of cleaning, with the addition of regular touch point disinfecting and sanitizing in common areas/washrooms throughout the day, making hand sanitizer and wipes available in lobbies and common areas, and using disinfecting solutions in washrooms (where applicable). Cleaning products used are the recommended products to disinfect against viruses like COVID-19.



Clients will be responsible for introducing any additional cleaning and disinfecting measures above and beyond base building cleaning in their premises. Please contact Lisa Hasson, Workflow Coordinator at lisa.hasson@cadillacfairview.com or 416.598.8409 for a proposal.

If you have a need for modified cleaning practices (e.g. workstations shared by multiple people, etc.), we encourage you to reach out to Lisa Hasson, Workflow Coordinator at lisa.hasson@cadillacfairview.com or 416.598.8409 to discuss options.

10) Will Emergency stairwells be opened for use?

Emergency stairwells will initially remain closed, pending review, and an update will be provided should this change.

Where applicable, stairs beside escalators will remain open, and signs will be posted encouraging the use of stairs for travelling in one direction.

11) Has support from CF Connect changed?

Bilingual support from CF Connect has not changed and can be reached 24/7 at 1-800-665-1000 or via email at cfconnect@cadillacfairview.com.

12) How will emergency evacuations be handled?

- Evacuation procedures (as outlined in your safety manual) will remain unchanged; however, we ask that you review your assigned assembly area and take into consideration how physical distancing will be maintained, in the event of an evacuation.
- Please update, if necessary, the property management team with a list of personnel and/or staff who may require assistance during an evacuation. Forward this information to Karen Loo, Security Coordinator at karen.loo@cadillacfairview.com

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