



Cadillac
Fairview

RETURN TO WORK

PACIFIC CENTRE & HSBC
BUILDING GUIDELINES

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CF Pacific Centre Security - 24/7
(604) 669-3241
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The Pacific Centre & HSBC Building Management team is actively monitoring the situation surrounding COVID-19 and will update the guidelines as needed. We appreciate your cooperation with our efforts to mitigate the potential risk within the buildings.



CLEANING



Enhanced Cleaning Services

CF introduced a number of enhancements to the base building cleaning services to better address the changing needs of the building as we navigate through the COVID-19 pandemic. The following information provides a brief summary of the measures put in place by CF at this time. Please note, as the situation remains fluid, the measures outlined below are subject to change without notice.



Definitions - Cleaning, Sanitizing and Disinfecting

It is important to define and understand the language being applied to various janitorial routines in the building. Each routine - cleaning, sanitizing and disinfecting - has an important role to play in keeping an overall hygienic and safe environment.

For your reference and convenience, we have defined commonly used terms below as it relates to our complex:

Cleaning

the removal of visible soil, debris, microorganisms and organic substances from surfaces; will not eliminate germs but reduces their numbers by removing some contaminated matter.

Sanitizing

the reduction of bacteria to safe levels (set by public health standards) to decrease the risk of infection; may not kill all viruses.

Disinfecting

the elimination of pathogens and disease-causing microorganisms, except bacterial spores.

Enhanced Daytime Services - Common Areas

Monday through Friday during Business Hours

TASK	DETAIL	FREQUENCY (APPROXIMATE)
Main Entrances (Doors)	Disinfect - glass, handles, push buttons, access card readers, stanchions etc.	Every 2 hours
Elevators/Escalator	Disinfect - Glass/Mirrors, Handles, Call/control buttons, touchscreens, access card readers etc.	Every 2 hours
Lobby/Security Desk	Disinfect where applicable	Every 2 hours
Main Lobby Directories	Disinfect - Glass and sides (Touchscreen has been disabled)	Every 2 hours
Base Building Showers (does not include client showers)	Disinfect - Faucets, soap dispensers, towel dispensers, disposal bin covers & lids, waste receptacles, door handles, soap dispenser levers, exit door handle, touch points on doors, light switches, etc.	Maintained during the day (as required).
Bike Areas	Disinfect – high touch point areas	Maintained during the day (as required).
PPE disposal bins	Maintained and emptied	Maintained during the day (as required).
Hand Sanitizer Units *	Disinfected and refilled	Disinfect every 2 hours and maintain during the day (as required).
Parkade Elevator Vestibules and Stairwells	Touchpoints including handrails	Disinfect every 2 hours and maintain during the day (as required).
Building Emergency Stairwells	Disinfect handrails and door hardware	Periodically maintained during the day (as required)

Enhanced Evening Services - Common Areas

Monday through Friday

AREA	DETAIL
All Base Building and Client Washrooms	Disinfect and sanitize faucets, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles, flush handles, soap dispenser levers, towel dispenser levers, exit door handle, touch points on doors, and light switches.
Base Building and Client Showers	Disinfect - Faucets, soap dispensers, towel dispensers, disposal bin covers & lids, waste receptacles, door handles, soap dispenser levers, exit door handle, touch points on doors, light switches, etc. Electrostatic Disinfection of the shower and change room facility. *Performed by Aura Office
Bike Areas	Disinfect – high touch point areas
Hand Sanitizer Units *	Disinfected and refilled
PPE Disposal Bins	Disinfect interior and exterior of bins, and relined
Parkade Elevator Vestibules and Stairwells	Disinfect touch points including handrails
Building Emergency Stairwells	Disinfect handrails and door hardware

Enhanced Evening Services - Tenanted Areas

Monday through Friday

AREA	DETAIL
High Touch Points Areas	Disinfect - door knobs, push plates, handles, latches, light switches, access buttons, hand railings, sinks, faucets, etc. Touch points include areas that are typically accessed by multiple occupants within a tenant space.

* Occupants may note that hand sanitizer products currently used at our site and other public spaces may smell different than the traditional Purell product. This odour is caused by the use of ethanol alcohol in the hand sanitizer product itself. Hand sanitizer products are typically made using isopropyl alcohol which does not emit the same smell; however, due to overwhelming global demand it is not available at this time. Despite the distinctive smell, the current hand sanitizer product is effective and approved for use by governmental agencies.

Chemicals & Equipment

ITEM	DETAIL
EP50 - Cleaner Disinfectant	Multi-purpose disinfectant cleaner used throughout the property. For more information, please visit the link below: http://www.avmor.com/files/brochures/ebro1436208716.pdf
Blue Mop Head	Used in Kitchen & Common Areas of the building
Orange Mop Head	Used in Washrooms throughout the building
Green Cloth	Used in General Office and Common Areas (including lobbies, stairwells and elevators) - door handles, desks, tables, and chairs throughout the building
Yellow Cloth	Used on counters and sinks throughout the building Cloths used within the kitchens are not used in the washrooms (vice versa)
Blue Cloth	Used on glass and windows throughout the building
Red Cloth	Used on toilets and urinals throughout the building
Equipment Protocol	All cloths and mop heads are washed (disinfected) each night after use.
Gloves - Orange	Bathrooms only
Gloves - Blue	All other areas - Lobbies, halls, kitchens, etc.

Clients will be responsible for introducing any additional cleaning and disinfecting measures above and beyond the base building cleaning in their premises. Please contact Noralyn Mariano, Senior Portfolio Manager at CleanMax by email at nmariano@cleanmax.ca for a proposal.



ELEVATORS

Traffic flow in each lobby will be managed through signage and markings.

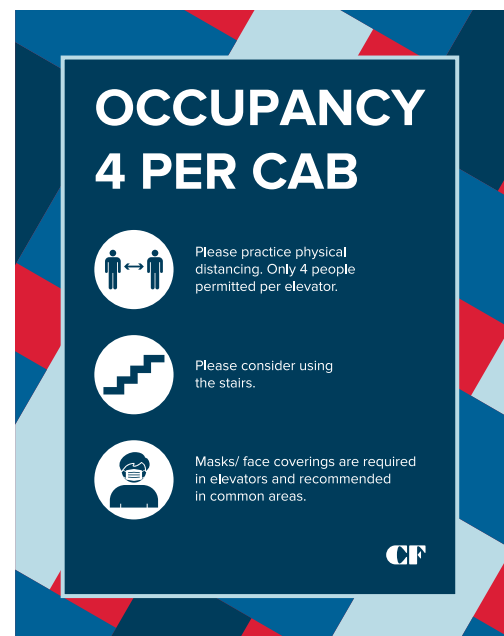
Floor decals will prompt individuals to maintain physical distancing.

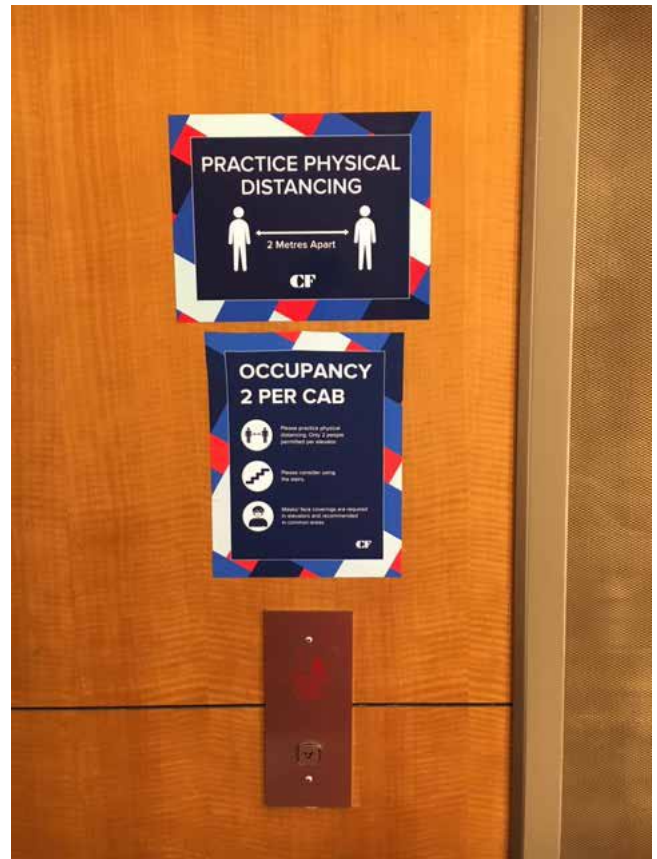
Masks or face coverings are required in elevators.

A maximum of four (4) people will be permitted per standard elevator cab, or fewer where required. Signage will be posted identifying appropriate occupancy levels for each elevator.

Floor decals will be installed within each cab to identify appropriate standing spaces.

High touch point areas will be disinfected regularly (minimum every two (2) hours, or more frequently based on traffic).







FOR TENANT'S CONSIDERATION

Passcards are required to access floors on secured mode. Tenants should ensure their staff have appropriate access. For security purposes, concierge and security staff will not be able to grant access to floors if requested by staff, visitors, or delivery personnels.

After entering the cab and selecting your floor, we ask that tenants move to the unoccupied decals located furthest from the elevator button panel.

We strongly recommend tenants stagger arrival times, breaks and departure times to avoid congestion.

When exiting the cab at lobby level, please follow signage to avoid overcrowding the entrances

Should a cab arrive on your floor with the full amount of passengers as per the occupancy limit, please wait for the next to arrive.



OCCUPANCY

OCCUPANCY

Occupancy within the buildings is anticipated to increase as we move through the phases as detailed in BC's Restart Plan. Cadillac Fairview has made significant efforts to proactively address the increasing occupancy our buildings will experience during these times.

Based on the recent occupancy survey completed by tenant representatives, we have identified the following hours of day as high traffic periods in the building's common areas and elevators. We strongly suggest that tenant employees avoid arriving and departing during these hours.

Peak Hours To Avoid

Start of Day: 8:00 am - 9:00 am

Lunch Hour: 12:00 pm - 1:30 pm

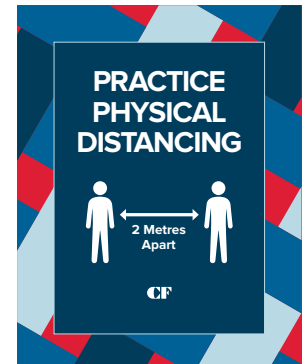
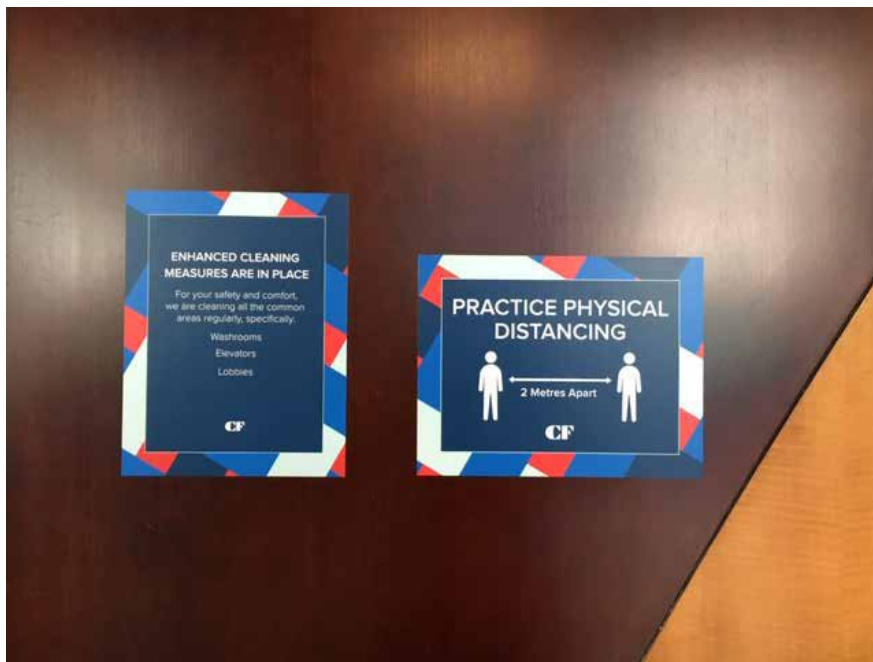
End of Day: 4:00 pm - 5:00 pm

FOR TENANT'S CONSIDERATION

To avoid longer than normal wait times for elevator use, we encourage tenants to think about starting or ending the day off earlier/later and spreading out lunch breaks.

PHYSICAL DISTANCING

- The basic 2 metre physical distancing rule should be followed while at the property.
- In some cases, smaller spaces (eg. washrooms) may limit the practical application of this rule. We strongly recommend use of masks in these instances. Masks or face coverings must be worn in elevators.
- Follow floor decals in all parking, lobby and stairwells.
- Signage is posted throughout the property as a reminder. See samples below.



FOR TENANT'S CONSIDERATION

We recommend tenants stagger arrival times, lunch breaks, departure times, etc. to promote physical distancing and avoid congestion.

Tenants should consider deploying measures within their tenant space in compliance with WorkSafeBC to promote physical distancing.

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/offices>



HVAC & BUILDING SYSTEMS



We're summarizing our revised approach to HVAC operations in response to COVID-19 below, as a series of frequently asked questions and answers. This plan is informed by public health authorities, ASHRAE and Cadillac Fairview internal guidelines. We continue to educate ourselves on the latest regarding COVID-19 preventative measures. Our building professionals are committed to operating and maintaining our building systems to ensure that they meet or exceed applicable guidelines.



Frequently Asked Questions

Question: Have the HVAC and lighting schedules been changed?

HVAC and Lighting Hours

Regular building HVAC and lighting service hours are in place. In some cases, we have worked with tenants to reduce extensions and exceptions that were in place during regular occupancy periods, for the purposes of energy efficiency. We ask tenants to notify us directly once they are ready to reinstate these extensions and exceptions as occupancy increases.

Question: What has Cadillac Fairview done with respect to the building's HVAC system in response to COVID-19?

Ventilation Enhancements and Measures

- Provide outdoor air flushing for two hours each business day, prior to normal business hours.
- Optimize ventilation (provide a higher minimum level of ventilation than normal balanced with thermal comfort considerations) during business hours.
- Run washroom exhaust fans 24hrs/7days a week.
- Continue monthly reviews of the HVAC system and building automation system by a third-party mechanical engineer



Question: What is Cadillac Fairview doing with respect to air filtration in the building?

Filtration Enhancements and Measures

- Enhance filtration by installing minimum of MERV 13 filters
- Filtration replacement routines including checks to ensure proper fits and seals to minimize filter bypass opportunities
- Increase filter replacement frequency
- Follow ASHRAE and industry guidelines with respect to the safe handling of filters
- Continue regular Indoor Air Quality testing program

Question: Have there been any changes to the building's water system?

Additional measures that have been taken to ensure water quality is maintained during these periods of lower occupancies .

The following actions are being taken:

- Base building cleaners flush all water systems (e.g. base building washroom sinks and toilets) on a daily basis
- Base building operators and cleaners have completed additional prolonged flushing of all base building water systems (e.g. base building; washroom sinks, toilets and hot water tanks) and will continue to do so until occupancies increase

Given the low occupancy in the buildings, and to ensure the highest standard of water quality we request you:

- Please make arrangements to regularly flush your own equipment for a minimum of 10 minutes (eg. Private washrooms, kitchen sinks, showers) and doing so in accordance with federal guidelines MD 15161 – 2013 (for example, wearing appropriate personal protective equipment).
- We also recommend flushing and servicing; coffee makers, water coolers and any other equipment which is connected to the buildings potable water system. During this time please consider replacing any filters or associated equipment based on manufacturers recommendations
- Please follow manufacturer's recommendations for servicing; hot water tanks, supplemental cooling units, and LAN room equipment, or reach out to your service provider for their service recommendations

We ask that you undertake the above measures until such time there is a consistent occupancy and regular levels of water usage resumes.



CONTRACTORS



All Contractors must sign in with CF Pacific Centre Security and review and comply with the COVID-19 Health Self-Assessment.

Access cards should be carried at all times as some floors will be held in secure mode.

In all cases, the CF employees and contractors working on behalf of CF are required to follow current WorkSafeBC guidelines while on site, specifically those with respect to COVID-19. These guidelines are formed by direction from provincial health authorities, and govern activity across all workplaces:

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/construction>



HEALTH CONSIDERATIONS



In the event of a suspected or positive case of COVID-19 in or related to a CF workplace the following steps should take place:

- 1 Employee to communicate with their immediate supervisor/manager
- 2 Supervisor to communicate with CF site contact
- 3 Advise affected employee to leave workplace immediately and contact public health for guidance
- 4 Follow public health guidance and protocols for identifying other employees who may need to be in quarantine, disinfection of space/areas and additional communications
- 5 Upon communication from tenant, CF management will arrange for cleaning of common areas

Your safety is of the utmost importance to us. Please do not enter the property if you:

- Have travelled outside of Canada within the last 14 days
- Are experiencing symptoms related to COVID-19
- Have been advised by your physician or Public Health inspector to be in self-isolation (currently/within the last 14 days)
- Have been in contact with anyone who is a confirmed case of COVID-19 in the last 14 days

FOR TENANT'S CONSIDERATION

- Tenants should have internal procedures in place if an employee feels unwell at work and/or demonstrates symptoms of COVID-19 (e.g. isolation room and procedure for sending those who have been in contact with that person home).
- PPE is considered general waste and can be disposed of accordingly.



ADDITIONAL RESOURCES



Guidelines and public health regulations that are issued by the provincial and federal governments will supersede the suggestions and recommendations in this guide.

Please see below for a list of tools and resources:

British Columbia's Response to COVID-19

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

BC Centre for Disease Control

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

WorkSafeBC COVID-19 Information and Resources

<https://www.worksafebc.com/en/about-us/covid-19-updates>

“Be kind, be calm, and be safe.”

Dr. Bonnie Henry