

All Tenants
828 West 8th Avenue
Vancouver, BC V5Z 1E3

Re. Building Restart Plan

FACE COVERINGS AND OTHER PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Tenants and visitors: Wearing a face covering in public areas is recommended by local authorities. We believe this is an easy step we can all take to limit the spread of this virus, so in all our properties we will be asking tenants and visitors to wear a face covering in lobbies, elevators and other common areas. We are not a law enforcement organization so we appreciate your help in ensuring your teams adhere to this recommendation.
- Building staff and vendors: We are asking all building staff and vendors to wear face coverings whenever interacting with tenants; this includes day and night crews from property management, security, engineering, janitorial and other service firms provided by the building.

CLEANING AND AIR QUALITY

- Cleaning: We are continuing the enhanced cleaning procedures we implemented at the beginning of this pandemic. These include increasing the frequency with which we wipe down common areas each day, using disinfectants for common area cleanings, and requiring all building staff and vendors ensure post-visit cleanings of any tenant spaces impacted by off-hours maintenance.
- Air quality: We are maximizing the use of outside air, including opening operable windows where practical/possible, running ventilation and optimizing filtering and filter change procedures.

BUILDING ACCESS

- Entrances: Across our portfolio, we are striving to provide hands-free entries where possible; we are leaving doors open whenever possible. We have/will station hand sanitizer in all main lobbies and post signage to encourage social distancing. Please note, hand sanitizer dispensers and the cartridges are in high demand across North America and are unavailable at all suppliers within the city at the present time. We have them on back order. In the meantime, we ask that tenants ensure that you have hand sanitizer at your reception desk for staff and guests. In lobbies where we have seating areas or other gathering spaces, we will remove, rearrange or block furniture to encourage social distancing.
- Elevators: We anticipate elevator use to be one of the biggest adjustments we will all need to make, as the design of our current built environment will make elevators inevitable chokepoints in a world that requires social distancing. The first way we are trying to prevent this outcome is by maximizing the use of stairs, wherever possible to do so safely and efficiently. Second, we are implementing a 2-person capacity limit on all our elevators (and in some cases single occupancy depending on size of elevator cab). Third, we are using signage, including decals on elevator floors, to encourage socially-distanced queuing and riding. Even with these precautions, we expect that taking the elevator will not be the seamless experience that many of us have grown accustomed to, and we greatly appreciate any measures you can take to stagger the arrival times of your workers. Together we can beat the rush hour crunch!
- Visitors: One important way you can help us create a more seamless back-to-work experience is by limiting the number of outside visitors you invite to the office. If you do invite visitors to the office for in-person meetings, consider avoiding peak rush hour windows like 8-10am and 4-6pm.

COMMON AREAS AND AMENITIES

- Washrooms: We have received many questions about washrooms. While we can't change layouts, we are taking steps to ensure our common area restrooms are as safe as possible in the near term. These include: increased disinfection of touch points in all washrooms and trash bins by the doors to enable use of protective paper towels if there is a need to touch the door. We ask all people to self-regulate and minimize number of occupants in the washroom.