

Plan for Re-Entry Constitution Square

March 21st, 2022

Constitution Square
360-350-340 Albert Street
Ottawa, ON



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Invested in our Tenants

Plan for Re-entry to the Workplace

This Plan has been developed with the best interests and health and wellness of all members of the building community in mind. It is intended to ensure the safety and security of all occupants, visitors and employees in Canderel managed properties which is our primary concern. The collaboration of all stakeholders is required for the successful implementation of this Plan. Despite possible restrictions, limitations and inconvenience, this Plan reflects our vision to provide for the safe and effective long-term re-entry into the workplace and the protection of all members of the building community.

Plan Development and Evolution

Canderel will continue to follow guidelines, recommendations and measures established by provincial and federal governments.

The COVID-19 situation continues to evolve. This Plan will be modified, from time to time, to take into consideration new information, risks, best practices and mitigation measures.

Property Management will regularly seek the feedback of building occupants and employees in order to adjust practices and measures and to respond to questions and concerns in a timely manner. Furthermore, we continue to be guided in our actions by the directives issued from local health authorities.

Preparing the Building

In addition to the regular operating procedures maintained at the building during low occupancy due to COVID19, the following measures have been implemented:



Inspection of Core Infrastructure

- HVAC and mechanical systems
- Water systems
- Fire & life safety equipment
- Cleaning
- Turn off water fountains
- Turn off lobby touchscreens

Review Cleaning and Disinfection Protocols and Schedules

- Augment frequency of cleaning and disinfection in high traffic areas, public areas, restrooms, parking lots, high touchpoint areas during daytime building hours
- Reduce touchpoints, if possible (e.g. keep some doors open).

Training of Building Management Employees, New Tasks, Protocols, Use and Disposal of Personal Protective Equipment (PPE)

- Employees to be trained on the proper use and disposal of PPE (video or training material to be provided) and when to use PPE (i.e. when social distancing cannot be maintained; when visiting a tenant office).
- Review protocol for presumptive and positive test results for COVID-19.

Review Hours of Operation and Modify

- In consultation with tenants, modify, as necessary, based on tenants' re-entry plans

Communicate with Principal Suppliers e.g. Cleaning, Security, etc.

- Ensure readiness and responsiveness

Install Contactless Bins for Disposal of PPE

- Locate in lobby and other strategic locations throughout building designated areas for PPE disposal bins (grey).

Building Operations



Building Operations Modifications During Re-Entry

Introduction

While public access to the building was limited due to the closure of non-essential businesses on March 25th, 2020 regular building operations relating to HVAC, Cleaning, Security & Life Safety etc. were maintained at normal operating procedures. The following operational areas have been modified and/or identified as areas to highlight to protect the health and wellness of occupants during the Re-Entry phase. As restrictions are lifted or reinstated by health authorities, modifications to the Re-Entry plan will be updated.

Building Access

Entrances

7:00am – 6:00pm Mon-Fri.

All building entrances/exits will be accessible without controlled access from 7:00am – 6:00pm to encourage traffic flow and avoid congestion at the exterior of the building.

After-hours controlled access procedures remain in effect for all entrances/exits.

Elevators

Regular Procedures

7:00am – 6:00pm Mon-Fri.

All elevators will be operating without card access control from 7:00am to 6:00pm.

After-hours controlled access procedures remain in effect for all elevators.

Personal Protective Equipment (PPE)

Mask requirements removed in most spaces including building common areas effective March 21st, 2022 as per the Ontario Government's Living and Managing COVID-19 Plan. Individuals can continue to opt to wear masks. For suppliers/contractors and brokers, please see respective re-entry sections.

Stairwells

Availability (hours)

Stairwell access will be available daily from 7:00am – 6:00pm from ground to top floors (T1 & T2) and 2nd to top floor (T3).

Cleaning

Frequency & Touchpoints

Augmented frequency of cleaning and disinfection in high touchpoint areas during daytime building hours with the addition of regular touch point disinfecting and sanitizing in common areas/washrooms throughout the day, making hand sanitizer 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.

Couriers/Curbside Deliveries

Couriers will enter the complex via Albert Street and loading docks. All delivery person/supplier to report to Security Desk in Tower II (350 Albert) for registration and access permissions. Delivery to tenant premise will be via freight elevator.

Loading Dock Procedures

Delivery person/supplier reporting to the loading dock using the regular arrival procedure. Delivery person/supplier to report to Security Desk in Tower II (350 Albert) for registration and access permissions. Supplier will contact tenant upon arrival.

Freight Elevator Procedures

Delivery person/supplier to report to Security Desk in Tower II (350 Albert) for registration and to access permissions freight elevators, if required.

Loading Dock & Freight Elevator Reservations

Can be reserved as usual before 7:00am and after 6:00pm on weekdays and anytime on weekends.

Visitors

Procedure

Regular procedures for visitor use of elevators in effect.

Mask requirements removed in most spaces including building common areas effective March 21st, 2022 as per the Ontario Government's Living and Managing COVID-19 Plan. Individuals can continue to opt to wear masks.

Washrooms

Handwashing & Cleaning

Posters & decals remind users of handwashing guidelines.

Installation of 'toe pulls' where required allow for touchless opening of washroom doors.

Augmented frequency of cleaning and disinfection of washrooms.

Management & Amenities



Management & Amenities Modifications During Re-Entry

Introduction

The Canderel Team is here to assist during this transition. Our staff and our service request system are always available enabling a timely response to tenant requests.

Management Office

Services

All service requests and inquiries can be made electronically via Tenant Request System or direct email to team members.

Visitors

The Management Office is open Monday to Friday 8:30am to 4:30pm, accepting visitors by appointment only and for essential person to person meetings. Please request an appointment directly with the team member you wish to meet. Visitors will submit a COVID pre-screening questionnaire through the Canderel website at <https://canderel.com/> prior to arrival at the Management Office. Masks required when in the Management Office.

Bike Cage

Accessibility

Bike cage remains accessible for tenants wishing to commute via bicycle.

Fitness Centre & Conference Centre

Fitness Centre and Conference Centre re-opened January 31st, 2022.

Tenant Premises & Protocols



Tenant Premises Recommendations & Modifications During Re-Entry

Introduction

The following areas have been modified to assist with the transitioning the workforce from Work from Home to your office space.

Employee Access

Building & Elevator Access

All building entrances/exit will be accessible without controlled access from 7:00am – 6:00pm, M-F. All elevators will be operating via regular procedures. Evening and weekend after-hours controlled access procedures remain in effect for elevators and entrances/exits only.

Access Cards

Please inform the management office if any employees do not have building access cards and a card is required.

Visitors

Procedure

Regular procedure for visitor use of elevators in effect.

Tenant Service Request

Canderel team members will visit tenant offices for service requests. Canderel team members will continue to wear face masks while working in tenant spaces.

Daytime Cleaning

Service As Usual

If applicable, please confirm intention to continue daytime cleaning to management team.

Suppliers & Contractors



Introduction

Guidelines and processes for suppliers and contractors have been modified for the safety and security of the building occupants.

PPE/

Mask requirements removed in most spaces including building common areas effective March 21st, 2022 as per the Ontario Government's Living and Managing COVID-19 Plan. Individuals can continue to opt to wear masks. Masks required if working in the Canderel Management Office, amenities, and vacant space. Mask wearing in tenant space dependent on individual tenant re-entry plans.

Loading Dock

Access

Delivery person/courier will deliver large/heavy items to the loading dock. Courier will contact tenant upon arrival or request security assistance.

Security Check-in/Check-out & Access

Check-in

Must sign in at the security desk upon arrival, where pre-screening forms will be completed by security.

Access

Once signed-in, they will be provided access cards and/or keys with limited access to designated areas.

Check-out

Regular sign-out procedures remain in effect (i.e. return access cards and/or keys to the security desk.)

Freight Elevator

Regular Procedures

7:00am – 6:00pm Mon-Fri.

All elevators will be operating without card access control from 7:00am to 6:00pm.

After-hours controlled access procedures remain in effect for all elevators.

Protocol**Pandemic Plans**

Suppliers and contractors are encouraged to share their pandemic plans with the management team.

Vaccination Declaration

Effective October 15, 2021, Canderel is implementing a Vaccine Declaration for the purpose of ensuring all persons employed with the operation and improvement of our buildings have been vaccinated. Canderel suppliers and contractors will be required to sign a Vaccination Declaration declaring that all employees or contractors' "staff" have been fully vaccinated.

Brokers



Broker Guidelines During Re-Entry

Introduction

Guidelines for brokers and potential tenants have been modified for the safety and security of the building occupants.

Potential Tenants

Brokers are to clearly communicate with potential tenants and share the re-entry framework.

Visitors to Management Office

The Management Office is open Monday to Friday 8:30am to 4:30pm, accepting visitors by appointment only and for essential person to person meetings.

Advanced Scheduling of Tours

Tour requests must be scheduled with a leasing representative. Advance notice of the request may be required to coordinate access.

Protocols

Check-In

Brokers will submit a COVID pre-screening questionnaire prior to arrival at the site. Brokers to meet Canderel leasing representative at pre-determined location upon arrival.

PPE

Our plan requires the cooperation of brokers and tour groups to respect the building's re-entry measures and individual tenant re-entry plans with respect to mask wearing. Masks required when in amenities, Canderel Management Office, and vacant space.

Mask requirements removed in most spaces including building common areas effective March 21st, 2022 as per the Ontario Government's Living and Managing COVID-19 Plan. Individuals can continue to opt to wear masks.

Communications Plan



Success of this plan will be measured by positive participation by all Constitution Square community members. Ensuring all stakeholders are aware and knowledgeable of the new and/or modified processes will be vital in our efforts to maintain a safe environment for all. Our communications plan involves the following:

Information Sharing

The following Canderel policies & guidelines are available on the Constitution Square website and have been shared with key stakeholder contacts via email:

- Plan for Re-entry to the Workplace (this document)

Point of Decision Signage

Free standing and floor decal signage installation dependent on the health guidelines at the time.

Behaviour Modifiers

Digital lobby displays along with the following social media mediums will promote behaviour modifications: Website, Canderel Plus+ App, Facebook, LinkedIn, Twitter, Instagram.

Collaboration Plan



Plan Development

The transition from Work from Home to the workplace will be different for every employer and every employee.

Understanding your company's needs, questions, concerns and plans will be integral in managing our response in this fluid environment.

Collaboration of all tenants in the preparations of their workforce and workplace will be key.

Ongoing Dialogue

Guidance from local health authorities will shape this plan. Future modifications will be shared via the same platforms as outlined in our Communications Plan.

Brief periodic surveys sent to key tenant contacts will allow us to measure the success of processes and provide key information for future modifications to the plan.

We welcome your feedback informally (personal outreach) or formally (periodic tenant surveys).

Preparing Tenants for Re-Entry



Building operations and management services have been modified for the safety and security of the building occupants. Preparing your premises and employees for a safe return to work transitioning will reduce anxiety and develop confidence amongst your teams.

To assist our tenants in navigating a safe return to the work, we appreciate the collaboration in completing the re entry surveys and the sharing of internal plans. This will be key in determining our next steps.

Contact Us

For more information please contact

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Annex