



Return to Office Guide Book

*A guide to facilitating your return to the
workplace amidst COVID-19*



Greenrock
Commercial Services

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A Note from Greenrock Commercial Services

Greenrock sends our best wishes to you, your family, friends, and colleagues during these challenging and unprecedented times. As our understanding and knowledge about COVID-19 evolves, we will continue to define and implement best practices. The information within this document will remain fluid as we learn more. We are committed to doing everything we can to make the building as safe as possible, ensuring we best serve our tenants.

Summary

Below are some of the initiatives we have and will be implementing to support our stakeholders and tenants in facilitating their team's return to the building amidst the COVID-19 pandemic. Additional information on these initiatives can be found on the subsequent pages.

- Five people per elevator (with masks)
- Lobby queuing
- Single directional stairwells
- Assigned entrances & exits
- Access to sanitizer stations
- Antibacterial soaps
- Increased common area cleaning
- Common area surface treatments
- Enhanced signage

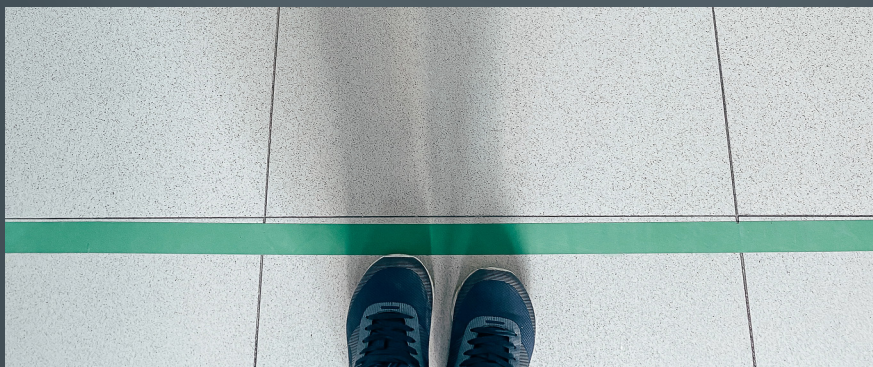
Physical Distancing

Physical distancing is proven to be one of the most effective ways to reduce the spread of a virus during an outbreak. Within the building, pathways and waiting areas are well marked to promote a six foot distancing (two metres) between people.

Recommendations for limiting amounts of passengers inside elevators are posted and may change if required.

We recommend that anyone walking in the hallways of the tower should keep to the right to allow proper distance between passersby.

Stairwells are now directional with one designated for upward travel and one for downward travel. Please note that during an emergency, these stairwells revert to emergency exit stairs and you are to use any stairwell to exit the building in an orderly fashion.



Hygiene Practices

According to Health Canada, proper hygiene can help reduce the risk of infection or spreading infection to others. Health Canada recommends the following hygiene practices:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
- Use alcohol-based hand sanitizer if soap and water are not available
- Cough or sneeze into a tissue or your elbow, not your hand
- Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterward
- Avoid touching your eyes, nose, or mouth with unwashed hands

To help maximize everyone's ability to practice good hygiene regiments, we have replaced the hand soap in all washrooms with anti-bacterial soap.

Sanitizer stations have been added on every floor as a precaution and to serve you better. Sanitizer stations are located at building entrances and elevator landings.

Please note that hygiene refills are in high demand. We will make best efforts to keep them stocked.

Cleaning Procedures

Health Canada recommends cleaning high-touch hard surfaces often as the spread of the Coronavirus is mitigated with the application of appropriate disinfectant products. These surfaces include phones, electronics, door handles, keyboards, etc.

Our cleaning staff are regularly visiting each floor of the tower, cleaning all high touch surfaces. The washrooms will continue to be cleaned and sanitized throughout the day and deep cleaned at night.

In addition to frequent cleaning, we have applied GermGuard's antimicrobial surface treatment to all touchpoints and high-touch surface areas, including the code locks on all washroom entrance doors. This application will last six months and kills bacteria and viruses on contact. This treatment is certified by Health Canada and the Environmental Protection Agency (EPA).



Personal Protective Equipment (PPE)

A new temporary City of Toronto by-law was enacted requiring non-medical masks or face coverings in all enclosed public places as of Tuesday, July 7, 2020 to help stop the spread of COVID-19.

The new by-law will apply to all indoor spaces that are openly accessible to the public, including business offices. The policy will remain in place until the city council meeting scheduled on September 30, 2020, unless extended by council.

We ask that all tenants comply with the new by-law by wearing non-medical masks and face coverings while in the public spaces of 180 Bloor West, including the lobby, elevators, stairwells, hallways, and washrooms. The mask or face covering must cover the nose, mouth, and chin.

The City of Toronto states that exemptions will be made for “those who cannot wear a mask for medical reasons, children under the age of two, and other reasonable accommodations.”

Should you have difficulty in procuring PPE, please reach out to your Tenant Support Associate. While we cannot supply you with PPE, we can put you in touch with our supplier.



Entering the Building

Entering from Bloor Street

When entering the building from the Bloor Street entrance, follow directional signage on the doors, stands, and floors. Floor markings have been installed to assist with traffic flow, physical distancing in the lobby, and elevator queuing line.

Entering via Rear Entrances

The rear entrances are being converted to card access only to reduce through traffic of non-tenants. Please provide right of way to individuals exiting the building. Deliveries that require the rear entrance will need to use the video doorbell to gain access.

Exiting the Building

Exiting to Bloor Street

When exiting from the stairwell or elevators to Bloor Street, please follow the directional floor markings and door signage.

Exiting via Rear Entrances

When exiting through the rear exits (ground floor or parking deck) you will be required to release the door lock by pushing the exit button located on the wall beside the door. This button will be clearly labelled.

Elevators

For the time being, elevator capacity is limited to five persons per car, positioned on the floor markings. Due to the City of Toronto's by-law, wearing masks is mandatory in the elevators. Those exempt from this by-law must ride with no more than two other people.



Stairwells

Please use stairwells carefully and maintain at least six steps from the person in front of you. Exit the stairwell if you wish to let faster walkers pass. There are directional signage on the outside of the doors for both the blue and red stairwells. The red stairwell has been designated for upwards travel and the blue stairs are to be used for downward travel. In the event of an emergency, please use any stairwell to exit.

Tenant Spaces

To learn more about how to mitigate risk within your space, visit the Government of Canada's website, www.canada.ca/coronavirus.

Our cleaning provider has additional in-suite cleaning options available. To learn more, please submit your request via the Angus Tenant Portal or by email to 180bloorwest@greenrockpm.ca.

In-suite cleaning options:

- Touch point and surface disinfection
- After-hours full disinfection by hand
- Full disinfection using Electrostatic program



Fire Drills

In lieu of conducting the annual fire drill evacuation that involves the building's supervisory staff and building occupants, it is recommended that a simulated fire drill involving only the supervisory staff and the designated tenant Fire Wardens will be performed.

This simulated drill meets all legal requirements under the Ontario Fire Code and is the best solution in order maintain the physical distancing requirements mandated by the various levels of government public health agencies. The simulated fire drill will involve the activation of an initiating device in a predetermined area of the complex to alert the supervisory staff and Fire Wardens. Fire alarm tones and emergency voice communication notifications will be broadcasted in the areas affected by the alarm condition.

Supervisory staff will respond to the simulated fire alarm by investigating the cause, acknowledging the fire alarm system, accessing the functionality of the fire alarm system and ancillary systems, resetting the fire alarm and ancillary systems, and following processes to safely return building occupants.



Fire Warden Training

Due to physical distancing requirements, this year's in-class training session will not take place; however, the live online webinar will.

This seminar will serve as training for Fire Wardens and cover the following topics:

- The Fire Safety Plan and its purpose
- Fire protection and life safety features of the building
- Procedures during fires and fire alarms
- Fire prevention practises
- General life safety practises

The seminar will be conducted via a PowerPoint presentation and is approximately 1.5 hours in length. This timing allows for a question and answer period at the end. Please note that attendees will be required to register for the webinar.

Fire Warden training certificates (individually named) will be provided to the tenants wardens that complete the webinar training.

Deliveries

Delivery of mail and packages to suites will continue as normal. Deliveries that require access via the rear entrance will be required to use the video doorbell to gain access. The video doorbell will be located outside the north ground floor exit door, on the east wall. The building staff will buzz in deliveries.

HVAC

With the guidance of our engineering and operations teams, we continue to ensure we are adapting to meet the latest recommendations issued by BOMA Canada and the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) on an ongoing basis as updates become available.

Tenant Communication and Building Signage

Signage is well represented in common areas of the building and covers the following topics:

- Safety instructions
- Hygiene practices
- Physical distancing
- Personal Protective Equipment (PPE)
- Building navigation and restrictions

Contact Property Management

All Property Management Team members are required to maintain the appropriate physical distancing throughout the entire time they are on-site. If you require assistance, please contact us by phone or email to limit in-person interactions.

Work requests should be submitted through the Angus Anywhere Tenant Portal. To register for the portal, please contact our Tenant Support Associate, Denish Bhagwandin, by email at dbhagwandin@greenrockpm.ca or by phone at 647.772.7131.

Henry Hutton, Property Manager
hhutton@greenrockreal.ca or 416.417.4944

Allison Wise, Lease Administrator
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