Working at the Office

PART 2 - TRACTION COVID-19 HANDBOOK

AUGUST 2020

First Edition
In late 2019 and early 2020 we watched as people around the world dealt with the spread of COVID-19. The virus then came closer to home, and with Tractionites’ health and safety as our priority, we closed our offices on March 10 — a day before the World Health Organization declared a pandemic. In true Traction form, while we were physically apart, we hunkered down to support each other and our communities through uncharted times.

We continue to learn about the virus, how it spreads, and how we fight it. And we’re finding new ways to safely go about our lives while planning for what our new normal looks like.

But we’re not through this yet.

Guided by our values, and following the guidance of all local health authorities, this handbook sets the goalposts for priorities and expectations of Tractionites in how we’ll operate in the near term. Every Tractoinite is asked to sign this handbook as a commitment to keeping each other and our communities safe.

Forward together.
During the COVID-19 pandemic, Tractionites are encouraged to work from home where possible. In the meantime, Traction is working with local authorities to provide an environment with appropriate safety measures for Tractionites who have a high need to work from a Traction office (e.g. the home environment is not productive).

Tractionites who fall into one of these high-risk categories should continue to work from home at this time:

- People with chronic health conditions
- People with children and other household members with immune suppression
- People with children or other household members with medical complexity
- People with HIV and COVID-19
- People with Tuberculosis and COVID-19
- People living with kidney disease
- Patients receiving cancer treatment
Time off during COVID-19.

As a community, we're all responsible for the health and well-being of ourselves as well as those around us.

You won't be permitted to enter a Traction facility if you:

- Are ill or are beginning to show signs of illness.
- Have been in contact with some who is ill or has recently arrived in your province/state.
- Are at high-risk, or live with someone at risk, for severe illness from COVID-19.
If you were ill while on-site at a Traction workplace.

If you have recently been on-site at a Traction workplace and a health care provider subsequently confirms you are COVID-19 positive, you are obligated to report this for the safety of other Tractionites as it is a workplace hazard under the Canada Labour Code. Similarly, if you experience(d) a fever, cough or difficulty breathing prior, during or subsequent to working at a Traction facility, please:

- Report to First Aid, even with mild symptoms if you are working on-site.

- On-site sick workers will be asked to wash or sanitize their hands, provided with a mask, and asked to go home if they are working on-site (avoiding using public transportation). For further guidance, consult your provincial COVID-19 self-assessment tool, or call 811 (BC / Quebec) or 1-866-797-0000 (ON).

- Follow the advice of the local public health authorities.

- Inform the People Team (email: askhr@tractionondemand.com).

- Inform your manager.

- If the worker is severely ill (ex. difficulty breathing, chest pains), call 911.
Traction’s response if an illness arises at the workplace.

- Traction will close the facilities and the Workplace Experience team will coordinate cleaning and disinfecting of the facility.

- Workplace Experience and People team will contact everyone who is potentially at risk and advise them to monitor themselves for symptoms.

- For further guidance, consult your provincial COVID-19 self-assessment tool, or call 811 (BC / Quebec) or 1-866-797-0000 (ON).
Time off for COVID-19 illness.

Tractionites who are in good health, including those required to quarantine (self-isolate) but are able to work, should continue to work from home.

If you are unable to work because of COVID-19 related illnesses, you are eligible to receive 5 paid days (additional to the regular 5 annual paid sick days allocated per year). To be eligible, you must be either or both:

- Diagnosed with COVID-19 by a physician.
- Experiencing COVID-19 symptoms.

Additional sick days may be requested and taken as unpaid time with your manager’s approval.

Each of the above situations will be evaluated on a case-by-case basis by the applicable leadership and People team and are subject to Traction approval. Please be advised that you are required to follow all regulatory guidelines prior to either physically returning to work or attending a Traction event after a COVID-19 related leave. In certain instances, you may be required to provide Traction with a note from your medical practitioner prior to you being permitted into any Traction facilities or related events. We encourage you to speak to a member of the People team for additional information.

If time-off is required for any family-related responsibilities it is available to all Tractionites, subject to Traction’s approval and conditional on the applicable governmental provisions or terms and conditions of employment.
Well-being during these times.

It’s natural to experience anxiety during these times. Please reach out to a member of the People Team via email: askhr@tractionondemand.com, to learn more about the resources and services available to support you, including the Employee Assistance Program. More information can also be found on the Government of Canada’s COVID-19 and mental health at work infographic.
Visiting local customers and FoTs during this time.

Visiting local customers or Friends of Traction ("FOT’s") at their physical office locations is not permitted at this time and all business communication should take place through our technology stack (Zoom, email, Slack, phone, etc.).

If you have any questions about this or require an exemption, please log a case with Workplace Experience.
During this time, our Workplace Experience team is focused on maintaining a safe office environment for all Tractionites, so please do not send personal packages to the office.
Handling Traction deliveries.

- Ensure to maintain physical distancing with delivery drivers at all times.

- When a delivery person arrives the front desk attendant will put on proper PPE and meet the driver outside the door of our office, scan the packages to ensure they are all Traction business related packages, and turn away any personal packages. This will suffice for any small package deliveries. In the event of a large delivery that needs special equipment for the person to move the delivery, they must go through the visitor sign in experience in order to enter our suite.

- Each package will be recorded through Traction Guest before being put into the decontamination zone, this will provide us with a timestamp of when each package arrived.

- Deliveries are to be dropped off in designated decontamination areas in the office, where packages will be left for 24 hours to decontaminate.

  - Burnaby Decontamination Location: Package Closet.
  - Toronto Decontamination Location: WE Closet.
  - Montreal Decontamination Location: Supply Closet.
If a Traction employee is required to handle a package before the 24 hour period, they must wear a new pair of gloves, and disinfect the packaging and then disinfect the contents of the package. All PPE is then to be discarded, and all unwanted packaging discarded.

If bringing a new package into the decontamination zone, ensure it has no contact with existing packages already in the decontamination zone or their timers will need to be rest for 24 hours.

Ensure to disinfect any surfaces such as counters or tables the package came into contact with while receiving, and ensure to wash your hands directly after handling deliveries without touching your face, eyes, mouth.
All business-related travel has been suspended until further notice. If you feel that you require an exemption for any critical-only travel, please send an email to the Travel Team at travel@tractionondemand.com.
Building: 2700 Production Way, Burnaby

Applies to: Vancouver office only

These guidelines were published by Narland, the company managing our head office building, and it relates to keeping common areas not part of our office safe (e.g. ground floor lobby, elevator lobbies, and corridors between suites).
Safety measures.

Physical Distancing of 2 meters and maximum capacity signage are placed at all major points of gathering including the following areas:

- Elevator capacity is limited to 2 people at a time. The freight elevator remains restricted for deliveries and couriers only.

- One-way stairwells have signage to facilitate crowd direction: The front (North) stairwell is designated for going upstairs only, while the back stairwell (South) is designated for going downstairs. In the event of a fire alarm, both stairwells will be designated down only.

Hand sanitizing stations are available at the main parkade elevator and lobbies.

Increased Janitorial Services: All high touch surfaces in common areas will be wiped down (and sanitized?) daily between 10 AM to 2 PM including washrooms. Hospital grade cleaning products are being used by the nighttime janitorial team.

Maximum capacity protocols are in place to allow for physical distancing in common areas such as the washrooms, main lobby and the parkade lobbies.

Fresh air exchange and circulation has been accounted for by adjustment of the building HVAC system.
Appplies to: Montreal office only

Masks must be worn in the common areas of the building, but can be taken off once you enter the suite. (Government Bi-Law in MTL/TO)

These guidelines are provided by Belgo Building, the company managing the building that our Quebec office is in, as it relates to our keeping common areas not part of our office safe:

- As per government regulations, a mask and social distancing are required in public spaces (lobby, corridors, elevators, etc.). Signage regarding masks, social distancing and other precautions are posted at all entrances, in the hallways and in the bathrooms. There is an extra reminder on each bathroom mirror regarding hand washing.

- All touch surfaces are disinfected twice per day (am and pm). The building is swept and mopped and the bathrooms cleaned every evening, including weekends. There is a posted limit of two (2) persons per elevator.

Building: 202-372 Saint-Catherine Street West, Montreal, QC
Building: 200-1243 Islington Ave, Etobicoke, ON

Applies to: Toronto office only

Masks must be worn in the common areas of the building, but can be taken off once you enter the suite. (Government Bi-Law in MTL/TO)

For a full Return to Work Plan as it relates to keeping common areas not part of our office safe, please refer to the attachment at the end of this document provided by Kipling, the company managing the building that our Toronto office.
To protect Tractionites from a potential COVID-19 outbreak, all Tractionites and visitors coming to our offices will undergo temperature checks as well as health screening questions. This assessment will confirm whether you meet the health requirements to enter the office.

The daily health assessment for employees and for visitors will be done through our Traction Guest sign in portal. Everyone will be expected to sanitize their hands and complete the assessment on the Ipad. Once complete they will sanitize their hands again and get their temperature checked.
Temperature checks.

Your Workplace Experience team has been properly trained in using a touchless temperature scanner and will be responsible for performing temperature screenings. Here are some things to expect during this process:

- Testers are required to wear N95 masks when performing temperature screenings, additional PPE will be provided for our temperature takers including gloves, and gowns.

- The tester will ask you if they can take your temperature, but if you don’t consent, you won’t be allowed to enter the office.

- The proper distance to take an accurate temperature is 6 inches from the forehead.

- Test results will only be recorded if a fever > 38°C/100.4°F is present. At that time, the tractionite won’t be permitted into the office for 14 days.

- We will handle any information with the utmost care and only key personnel will have access to this data.

- Testing will be made as private as possible.
Daily health assessment questionnaire.

The following is a sample of the daily questions you will be asked before entering the office:

- ☐ YES, ☐ NO: Fever
- ☐ YES, ☐ NO: Cough
- ☐ YES, ☐ NO: Difficulty Breathing
- ☐ YES, ☐ NO: Sore throat, trouble swallowing
- ☐ YES, ☐ NO: Runny Nose
- ☐ YES, ☐ NO: Loss of taste or smell
- ☐ YES, ☐ NO: Not feeling well
- ☐ YES, ☐ NO: Nausea, vomiting, diarrhea

☐ YES. ☐ NO: Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?

☐ YES, ☐ NO: Have you returned from international travel in the past 14 days, or have you been in close contact with someone who did?

If you answered YES to any of these questions, please go home and self isolate right away for 14 days before considering a return back to the office. Call your local healthcare provider.

- BC: Healthlink BC at 811
- ON: Telehealth
- QB: Quebec COVID-19 Health lines
Taking care of yourself and others.

No exceptions, if you are sick, or starting to feel ill, stay home! You will be sent home if you are at the office in a less than healthy state.

If you take public transportation to and from the office, you are required to wear a mask during transport - refer to Traction’s Public Transit Protocol.

And if you believe you may have COVID-19, please visit the following pages for more information about what to do next.

- World Health Organization coronavirus information page
- Government of Canada coronavirus information page
- U.S.: Centers for Disease Control and Prevention coronavirus information page
- India: Ministry of Health & Family Welfare
Hand washing.

Regular hand washing reduces the risk of infection significantly!
We ask the following of you in working from the office:

- Wash/sanitize your hands when you:
  - Arrive at the office.
  - Before and after going on a break.
  - Periodically throughout the day.
    - After Sneezing, coughing, blowing your nose.
    - Using the washroom.
    - Handling garbage.
  - After handling delivery documents, packages, boxes, bags, etc.
  - As you leave the office.

- Avoid touching your face with unwashed hands.

Masks.

- While masks are highly recommended, they are not required at all times in the office — only when physical distancing cannot be maintained. Masks will be supplied in the office.

- If you choose to wear a mask, be sure you are familiar with putting your mask on correctly.

- Masks should not impair vision or interfere with tasks.

- Masks should not be made of plastic or other non-breathable materials.
Office common areas.
The following common areas will be closed during Stage One:

- **Meeting Rooms** - All your calls/meetings should be taken at your designated desk.
- **Kitchen access is limited.** Huddle areas, lounges and communal eating areas will also remain closed at this time.
- **Non-essential shared items will be removed** e.g. books, magazines and treats/snacks.
  - Office supplies will be available at the Welcome Centre.
  - Personal supplies and equipment should remain at your desks.
- **The In-Office IT Walk-Up Station is closed**, but support is still available though:
  - Submitting a Case through Salesforce.
  - The **#ask-it** channel for quick “how-to” support.
  - Connect to the IT **TechHub** Zoom room.
  - Kick it old school and send us an e-mail to **it@tractionondemand.com**.
  - Kick it even older school and call us at **604-256-6080**.
Physical distancing.

Please follow the signage posted throughout the building and office to promote physical distancing. These include:

- **Directional arrows** for entrances/exits and hallways.

- **Room/area capacities signage** in common spaces (Welcome Centre, kitchen, washrooms).

- Remain behind plexiglass where this is present.

- Tractionites must remain **2 meters** apart at all times.

- Masks must be worn when physical distancing is not possible (Example: when you are having your temperature taken or in an elevator).

- When the office re-opens, you will be assigned your own desk, which will be yours until we have to reshuffle desk on an occasional basis. Assigned desks will be spaced apart to adhere to physical distancing, and you may not switch desks at will. If you feel that you require special accommodation or consideration please log a case with Workplace Experience.

Some Traction offices have multiple floors. It is required that employees only enter the floor of where their assigned desk is located. For example, if your desk is located on floor 5 only visit floor 5.

Please refrain from unnecessary travel throughout the office floor you are on and only touch the items that you must.
Responsibilities in keeping the office clean.

All Tractionites play an important part in keeping other Tractionites working in our offices safe. Travel light, and avoid bringing unnecessary personal items other than what you need for safe travel to and from the office, as well as what you need for your workday.

Self-help sanitization stations (disinfecting wipes, hand sanitizer) will be readily available in all common areas, and it’s good practice to wipe common touch surfaces before and after use. Please pay attention to the signage around the office as they are there to keep us all safe.
Your desk.

- Twice daily self-cleaning: Disinfecting wipes will be provided by Traction for you to clean your desk surface and frequently touched objects once when you arrive, and once again when you leave.

- Keep your desk uncluttered to allow for regular janitorial cleaning.

- All personal items brought to the office should remain limited to the following:
  - Personal food and beverage.
  - Backpacks/purses.
  - Coats, umbrellas etc.

- Your personal items should be kept in your assigned drawers (provided by Traction) during the day and must return home with you at the end of the day.

- The following items can be left on your desk overnight - monitors, mouse, keyboard.

- Dispose of garbage and recycling at the end of every workday.
## Enhanced janitorial cleaning and disinfection.

We have arranged for regular cleaning and disinfecting by a third-party cleaner, and designated Workplace Experience team members have also undergone necessary training to keep us safe.

We will ensure high touch areas and all equipment are thoroughly cleaned and disinfected daily.

<table>
<thead>
<tr>
<th>Surface Types</th>
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<tbody>
<tr>
<td>Door Handles</td>
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<tr>
<td>Cabinet Doors</td>
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<td>Barriers (Plexiglas)</td>
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- Each office is required to do a walk with any new cleaning staff to highlight each surface that needs to be cleaned and disinfected.
- Each office is required to complete a deep cleaning of the facilities before reopening.
- Disinfecting and cleaning all surfaces and high touch points.
- Removal of obstructions in high traffic areas.
Workplace experience team cleaning.

- Removed magazines and soft/porous items such as cushions and rugs that are difficult to sanitize.

- When scheduling back to back visitors, allow additional time between visitors for proper cleaning and disinfecting of workstations and equipment.

- We will be using disposable, single-use supplies in the kitchen and relevant areas.

- Use only disinfectants that are approved for use in Canada.

- Check the expiry dates of products you use, and always follow the manufacturer’s instructions.

- Ensure a minimum of two minutes disinfectant contact time and allow to air dry.

- Ensure single-use items, including masks and gloves, are discarded immediately after use to reduce the risk of contamination.

- Garbage bins should be lined and disposed of regularly.

- Washroom checked daily for Hand Soap/Paper Towel/Toilet Paper/Hand Sanitizer.

- Remove mouthwash and any non-essential sanitary items from washrooms.
Sanitization stations.

What's Included in the Sanitization Station:

- Disinfectant Wipes x2
- Hand Sanitizer x2
- Disinfectant Spray x2
- Paper Towels x2
- Kleenex
- Garbage Can
- Gloves
- Signage: Do not take anything from the station
- Signage: Sanitation Best Practices

Location of sanitation stations.

- Stations must be present in in all high touch areas.
  - Coffee Machines
  - Water Coolers
  - Bathrooms
  - Lobby
- Any Floor/Suite entrance way (near any Guest Ipad sign in).
- For every 30 people in an area of 5000 square foot you need 1 Sanitization Station, one sanitation station is required in any area of 5000 square foot as long as one person is in that area.
How often should the sanitization stations be serviced?

Stations should be serviced once daily.
- Every evening.

How to clean the sanitization stations.
- Clean and disinfect all items present on the sanitization station and the station itself.

What’s required during a sanitization station service?

- Hand Sanitizer to be filled or replaced with full bottle if two bottles equal less than 1 full bottle.
- Disinfectant wipes to be replaced with full bottle if two bottles equal less than 1 full bottle.
- Cleaning Spray Bottle filled with Standard Cleaning Product.
- Paper Towels replenished if roll is below half.
Pets at Traction offices.

We love our Traction pups, but at this time, we have unfortunately put a temporary hold on the Bring your Dog to Work perk based on building regulations and the BC Centre for Disease Control guidelines.
Food in the office.

- The Lunch Program remains on hold at this time.
  - All communal food, such as tea/coffee and snacks areas are also on hold.
  - Drinking water will continue to be accessible through water machines/coolers only
- The Take Home Meals program is still open so be sure to check out the Take Home Meals Ada page to place your order!

For Tractionites not part of the phase 1 return and who are not permitted to enter the office, your food will be left at the front door for contactless pick-ups.

Ordering Food is ok but please meet any delivery drivers outside of the office and sanitize when entering the office again.
Bringing personal food to the office.

Bringing a home-prepared meal is important to stay well-nourished during your work day! If you are bringing this in, be sure to follow these guidelines:

- Label your containers to avoid others from touching your food.

- Tractionites are encouraged to bring their own utensils and drinking vessels to and from the office daily to reduce our carbon footprint, but disposable dishware, cups and utensils will be available if you forget.

- All personal containers and utensils brought into the office must be taken back home the same day.

- Weekly fridge cleanings will happen every Friday, and anything left in fridges will be disposed of.

- Sharing of food or drink is not permitted.

- As common eating areas are closed, meals must be eaten at your desk.
Kitchen hygiene and supplies.

Capacity signage and directional arrows will be posted in the kitchen to ensure safe spacing between Tractionites. Remember to always wash your hands before and after meals, and to clean surfaces and equipment you’ve used so it is safe for the next Tractionite.

Available to you is:

- Fridge space.
  - This is limited to ensure that your food containers are easy to identify and reachable.

- Microwaves:
  - These will be spaced apart.

- No other kitchen equipment will be will available to Tractionites at this time.
There is a full pause on all non-essential visitors to Traction offices during Stage 1. Personal visitors will not be allowed in Traction offices, and the Traction Bring Your Kid to Work perk is temporarily on hold. If you have any questions or need to request an exception, please submit a case to Workplace Experience.

Essential office visitors i.e. those essential to maintaining a safe work facilities (e.g. repair and maintenance technicians, cleaning staff, delivery representatives, building management/landlord) will follow these practices:

- Sign-in with Traction Guest visitor before moving about the offices.
- The host will remain with and be responsible for their visitor at all times.
- Not offer beverages.
- Visitors will stay in designated locations for the duration of their visit.
Public Transit Protocol

At this time, it is required that you wear a face mask while taking public transit. Traction will provide you with face masks for riding transit to and from work should you not have one.

Traction will also be expanding our workday so that

Tractionites can avoid travelling during peak hours if their workday permits.

Please review your local public transit protocols:

- British Columbia: Translink BC | Translink peak travel hours
- Ontario: TTC
- Quebec: STM
Questions, Concerns or Comments

If you have any questions, concerns or comments regarding coming into the office or after you have started to work from the office please contact your Workplace Experience team through email we@tractionondemand.com or by submitting a case.
On May 15th, 2020, Kipling shared its Return to Work Pandemic Plan with tenants and other stakeholders. In addition to providing recommendations for employers on providing a safe environment within their premises, the plan highlights some of the changes that would be contemplated for the buildings that would provide the highest level of health and safety standards in anticipation of businesses and employees returning to work in the coming weeks.

The changes being made at 1243 Islington Ave are summarized below. These measures may be revised by Kipling as required based on a variety of factors including government or public health guidelines, impact from building occupancy, and the health and safety of building staff, tenants, and guests.

**Building: HVAC, Building Operations and Mechanical Systems**

- **HVAC Filters**
  - All HVAC units have been upgraded with MERV-11 air filters to improve air quality.
  - All filters have been replaced throughout the entire building as of May 22, 2020.
  - The Building Automation System (BAS) will monitor and notify the maintenance team when filters need to be replaced again.

- **Mechanical Systems**
  - The building is operating on 100% fresh air where possible (depending on outdoor temperatures, humidity, etc.).

**Control Access, Social Distancing and Security in Public Spaces**

- **Building Access and Deliveries**
  - Deliveries/Couriers – Tenants are asked to continue to be present to accept any deliveries in the lobby. Any couriers/packages that cannot be accepted by a tenant representative in the lobby will be returned with the courier personnel.

- **Building Lobby**
  - Kipling will install floor decals to remind tenants and guests in the building of the social distancing requirements.
  - Hand sanitizer stands will remain in the lobby for tenant/guest use.
  - Interior glass doors on the ground floor will temporarily be propped open to minimize touch points.
Return to Work Pandemic Plan – 1243 Islington Ave

- **Elevators**
  - To best meet the social distancing requirements, the elevators are restricted to a maximum of two (2) users per elevator.
  - Security staff will assist the flow of tenants and guests in the lobby into the elevators, and monitoring the two person(s) per cab guideline.
  - Tenants are asked to ensure that the social distancing measures and building guidelines are met when taking the elevator to the lobby, or parking garage from your respective floor.

**Housekeeping**

- **Housekeeping Staff**
  - Additional housekeeping personnel will be provided to ensure a high frequency of cleaning and disinfecting in high touch points throughout the building common areas.
  - Housekeeping staff will wear the appropriate personal protective equipment (PPE) throughout the day.

- **Cleaning Products**
  - Housekeeping staff are using a variety of hospital-grade disinfectant products approved by health authorities.

- **Washrooms and Common Areas**
  - Continuing daily cleaning and sanitization of touch points (doors, handles, countertops, dispensers, faucets, sinks, toilets, flushers, light switches, floors)
  - Ongoing cleaning and sanitization of touch points throughout common areas (doors, handles, elevator buttons, elevators, light switches, dispensers, floors, and carpet)

- **Additional Cleaning**
  - Tenants may request a detailed cleaning and disinfection of their work area prior to reoccupying the space. Please provide advanced notice to Kipling to obtain a quote and organize the cleaning.

**Tenant’s Guide to Reopening the Workplace**

- **Work Hours**
  - Kipling recommends staggering opening and closing times to reduce the impact on common areas within the building. With the elevators being limited to 2 person(s) per cab, staggered hours will reduce congestion in the lobby and potential wait times.

- **Deliveries**
  - Limit deliveries where possible. Plan in advance of arrivals to have someone readily available to receive the delivery. For large deliveries, reach out to management or security to assist in coordinating.
Return to Work Pandemic Plan – 1243 Islington Ave

- **Personal Protective Equipment (PPE)**
  - Kipling strongly encourages all building occupants along with their guests to use PPE (masks, gloves, etc.) in the building common areas.

- **Office Space**
  - Consider the layout of your office space and how it meets social distance guidelines. Monitor and reduce density where possible.
  - Tenant spaces and common areas will continue to be cleaned prior to and during occupancy.
  - Tenants are encouraged to implement their own disinfection protocols within their office space to protect staff. This includes routine wipe downs of high touch points and practicing social distancing in heavy traffic areas (boardrooms, kitchens, etc.).

**Safety, Health and Wellbeing**

- **“Hands Free” Environment**
  - Washrooms - “DoorWave”, a hands-free door pull for washrooms, will be installed throughout the building common areas. This will allow persons the option to use their foot to open the washroom door to further reduce touch points.

- **Common Areas**
  - Kipling will implement several floor markings throughout the lobby, elevator interiors, and parking garage to promote social distancing and provide guidance for tenants waiting to access or enter the elevator or enter/exit the building.
  - Each floor will have an additional hand sanitation dispenser located within the elevator lobby for tenants and guests to use.

- **Building Staff**
  - As tenants begin to reoccupy the building, Kipling has increased the security staff presence at the 1243 Islington Ave to assist in providing guidance to staff and guests on the flow of entry/exit in the building.
  - Kipling has increased the housekeeping staff to increase the frequency of cleaning on major touch points throughout the building common areas.
  - All contractors engaged by management will be required to use PPE and practice social distancing while working in the building.

For any inquiries or suggestions about our plan, please contact management:

**Kipling Realty Management Inc**

Office Number: (416) 585-9109

Property Manager: Riley Geurts

Email Address: riley.geurts@kiplingrealty.com
COVID-19 Safety Plan

Employers must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at COVID-19 and returning to safe operation.

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

Employers are not required to submit plans to WorkSafeBC for approval, but in accordance with the order of the provincial health officer, this plan must be posted at the worksite. This Safety Plan can also be completed from any mobile device using the COVID-19 Safety Plan app.

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

☑️ We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).

☑️ We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.

☑️ We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).

☑️ We have identified the tools, machinery, and equipment that workers share while working.

☑️ We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

☑️ Review industry-specific protocols on worksafebc.com to determine whether any are relevant to your industry.

  Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.

☑️ Frontline workers, supervisors, and the joint health and safety committee (or worker representative).

☑️ Orders, guidance, and notices issued by the provincial health officer and relevant to your industry.

☑️ Your health and safety association or other professional and industry associations.
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Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn’t practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.

First level protection (elimination) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (engineering controls) — If you can’t always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls) — Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (PPE) — If the first three levels of protection aren’t enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately and that workers are using masks correctly.
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First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

☑️ We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed guidance for the retail food and grocery store sector that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]

☑️ In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.

☑️ We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.

☑️ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

For implemented measures to keep workers and others at least 2 meters apart, refer to our guidebook: Physical Distancing Policy (Pg. 22) in Office Common Areas (Pg. 21) Common Area Protocols (Pg. 14)
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Second level protection (engineering): Barriers and partitions

☑ We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.

☑ We have included barrier cleaning in our cleaning protocols.

☑ We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

Barriers will be used in the lobby at the reception desk in each of our offices that has a welcome center. Enhanced Janitorial Cleaning and Disinfecting (Pg. 25)
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Third level protection (administrative): Rules and guidelines

☑️ We have identified rules and guidelines for how workers should conduct themselves.
☑️ We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

For implemented Rules and Guidelines to reduce the risk of person-to-person transmission, refer to our guidebook:
- Visiting and Visitors Policy (Pg. 9)
- Time Off/Sick leave Policy (Pg. 4-8)
- Delivery Policy (Pg. 10-12)
- Travel Policy (Pg. 13)
- Working from home Policy (Pg. 3)
- Common Area Usage Protocols (Pg. 14,20,21)
- Health Assessment (Pg. 16-18)
- Personal Hygiene protocols (Pg. 20)
- Mask Protocol (Pg. 20)
- Physical Distancing Guidelines (Pg. 22)
- Cleaning protocols (Pg. 23-28)
- Personal Food protocols (Pg. 31-32)
- Public Transit Protocols (Pg.34)
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Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

Measures in place

For implemented measures pertaining to usage of masks, refer to our guidebook: Mask Guidelines (PG. 20)
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Implement effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [Handwashing and Cover coughs and sneezes posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates.

Cleaning protocols

For implemented cleaning and hygiene practices, refer to our guidebook: Cleaning Protocols (Pg. 23-28) Personal Hygiene Practices (Pg. 20) Cleaning Schedule: Monday-Friday Weekly Early AM Janitorial Team clean/disinfect WE to stock Sanitization Stations Mid-Morning 11:00 AM WE Team: - Disinfect/clean high touch surfaces - Sanitization Station service Mid-Afternoon 2:00 PM WE Team: - Disinfect/clean high touch surfaces - Sanitization Station service Late PM Janitorial clean/disinfect
Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions. Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided OFIA protocols for use during the COVID-19 pandemic.
- We have a working alone policy in place (if needed).
- We have a work from home policy in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable occupancy limit poster and handwashing signage are available on worksafebc.com.]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.
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Step 5: Monitor your workplace and update your plans as necessary
Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations
If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

Be advised that personal information must not be included in the COVID-19 Safety Plan
Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal, or employment history. Visit https://www.oipc.bc.ca/about/legislation/ for more information.