

Creating safer spaces

A toolkit for creating a safe workplace



Marine Building
May 15, 2020

OXFORD

Executive summary

Revitalize & Reconnect—Together

This pandemic has taken an enormous toll on communities around the world. Its impact is still unknown; however we are starting to see some areas stabilize and to better understand what our new normal will look like.

The health and safety of our customers and colleagues continues to be our top priority.

The easing of government restrictions will form the guidelines on how we operate. We are focusing on implementing the protocols, practices and advice of public health authorities to maximize health and safety, and to identify and implement the best thinking and practices to support seamless operations. We're collaborating with our colleagues and industry partners around the world to identify and implement the best thinking and practices. And as always, we're working from the guidance provided by local health authorities and government officials in each city we operate, including The Public Health Agency of Canada.

Around the world, the Oxford team is working to address the challenges presented by COVID-19, prioritizing cleaning, access and behaviours that will help create safer places. Our approach to space and service updates is rooted in delivering our customers exceptional experiences—just as we always do.

In this document we share:

- the new practices we are putting in place at the Marine Building: what we're doing, and what it means for you and your team,
- details on: building hours of operations; ingress, egress and access; and couriers,
- clear protocols on: what to do if one of your team members tests positive; what we'll do if someone from another customer at the Marine Building tests positive; and what to do in the event of a fire drill, and some things for you consider as you prepare your workplace, people and practices for reopening.

Through collaboration, transparency, and most importantly, listening and learning, we'll address the fear and uncertainty head on.

If you have any questions, please don't hesitate to contact me at jhague@oxfordproperites.com or 604-893-3204.

Thank you as always for your partnership.



Jesse Hague

Director of Real Estate Management

This is not a legal document and recipients of this document should obtain independent legal advice regarding the reopening of any workspace. This document is not health advice and recipients of this document should obtain health advice from public health authorities and qualified medical professionals.

Practices for health and safety

Practices for health and safety at the Marine Building

The following is a summary of the practices we are committed to at the Marine Building to help protect the health and safety of our customers and colleagues. The practices are informed by the guidance from and recommendations of the World Health Organization, Center for Disease Control, local health authorities (collectively, the “Authorities”) and industry best practices as of the date of this letter.

If you have any questions, please contact Erinn Solomon, Property Manager, at esolomon@oxfordproperties.com or 604-893-3242.

Physical distancing in common areas

The Authorities advise that when people stay 2 meters or more apart it helps reduce the spread of airborne contaminants. This is especially important in places where large numbers of people come into contact. Throughout this document we use 2 meters as our physical distance recommendation.

By reminding everyone entering the Marine Building to maintain a physical distance, defining clear rules on elevator usage and common area behaviour, and by clearly demarcating space and traffic flow with visual cues we can help protect the health and safety of our customers and colleagues.

At the Marine Building:

- Floor decals are being used in lobbies demarcating 2-meter intervals and delineating the flow of traffic.
- Signage will be used in common areas reinforcing importance of physical distancing and hygiene and identifying direction of travel through doorways and on stairways.
- Signage and floor decals and stanchions are being used in the main floor lobby to identify elevator passenger limits and queuing protocol.
- A maximum of 3 people are being allowed in an elevator at one time.
- Everyone is being encouraged to wear masks or facial coverings in common areas and elevators at all times.
- Fitness and bike facility use, conference room bookings, yoga classes, running club, lobby programming, have been suspended.
- In the event of a fire alarm or other building emergency requiring evacuation, all building occupants are required to exit the building as quickly as possible following evacuation plans, respecting physical distance requirements whenever possible.

Space and amenity closures

The clustering of people is one factor in the spread of COVID-19, and the Authorities recommend that a physical distance of at least 2 meters be maintained at all times.

By decommissioning public spaces where people normally congregate in-and-around the Marine Building or reducing their occupancy to 50% to accommodate physical distancing, we can help protect the health and safety of our customers and colleagues.

At the Marine Building:

- Non-essential congregation points including the gym, lounge, end of trip facilities, etc. have been temporarily decommissioned.
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Cleaning in high-touch and high-traffic areas

The Authorities have advised that people can contract COVID-19 by touching their face after touching a surface that an infected person had previously contaminated by touch.

Cleaning for health means increasing the frequency of cleaning in our most high-touch and high-traffic areas. This helps protect the health and safety of our customers and team members.

At the Marine Building:

- Cleaning follows best practices and uses products for non-medical buildings as identified by local health and safety guidelines.
 - Cleaning frequency has been increased in high-touch and high-traffic areas such as door handles, elevator buttons and at-grade and below-grade common areas, table tops, seating, and waste bins.
 - Signage will be present in washrooms reminding of the importance of handwashing hygiene.
 - Unsecured connecting doors in common areas will be deployed in open position during regular operating hours.
 - Cleaners will maintain physical distance of 2 meters from other people whenever possible.
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Cleaning of workstations

Most people spend much of their day sitting at their desk and, if their desk is touched by an infected person, it is a potential source of exposure.

By introducing a clean desk practice and the daily disinfecting of desks, our cleaners can most effectively help protect the health and safety of our customers.

At the Marine Building:

- All desks and meeting tables are asked to be clear of all materials that aren't plugged in at the end of normal operating hours each day.
 - Cleaners will clean all clear desks and meeting tables with products recommended by local health and safety guidelines.
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Delivery of fresh air

Studies have shown that enclosed spaces with poor air flow can lead to greater rates of transmission of COVID-19.

By optimizing fresh air in our buildings, we can help protect the health and safety of customers and colleagues.

At the Marine Building:

- HVAC systems are being optimized to deliver higher than average rates of fresh air.
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Wearing of masks or facial coverings and gloves

The Authorities have advised that wearing masks or facial coverings and gloves can help reduce the spread of COVID-19. This is especially important in areas where physical distancing of 2 meters cannot be maintained, in high-traffic areas and on high-touch surfaces.

By recommending, and in some areas requiring, the use of masks or facial coverings and gloves in our buildings, we can help limit airborne contaminants and better protect the health and safety of our customers and colleagues.

At the Marine Building:

- Masks or facial coverings are recommended to be worn by everyone when in elevators and washrooms.
 - Masks or facial coverings are recommended to be worn by everyone in any common area where physical distancing of 2 meters cannot be maintained.
 - Masks or facial coverings and gloves will be worn by building cleaners, maintenance staff, porters, concierges and security team members in their interactions with customers and the public in all common areas of the building.
 - A garbage disposal will be located in the main lobby for the safe disposal of masks or facial coverings and gloves.
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Hand sanitizer

Elevator buttons and door handles are not only high-touch surfaces, they are also touched by a varied group of people. This combination makes them likely surfaces to be contaminated.

By providing the type of alcohol-based hand sanitizer recommended by the Authorities at active building entries before people touch those surfaces we can help protect the health and safety of our customers and colleagues.

At the Marine Building:

- Alcohol-based hand sanitizer will be provided in the main lobby, while supplies remain available.
 - All people entering the building are recommended to apply hand sanitizer by signage.
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Building access and health checks

The health of each person entering a building impacts all others who share that space.

By minimizing the number of people deemed high-risk of infection from entering the building and number of visitors, we can help protect the health and safety of our customers and colleagues.

Oxford is in the final stage of articulating a comprehensive health check protocol for our public facing site teams based on global public health, medical and legal guidance, and will share this protocol upon completion. We are

also evaluating and monitoring guidelines for health checks for members of the public and will share guidance as and when any new practices are adopted.

At the Marine Building:

- Signage will be present at the building entry defining requirements for entry and advising all those entering the building that their entry is an implied acknowledgment of compliance with all requirements.
- Anyone entering the building may be requested to positively attest that they meet the requirements for entry.
- Any person awaiting COVID-19 test results, or any person who has a household member awaiting COVID-19 test results, is required to refrain from entering the building.
- Any person self-identifying as having a fever over 38C (100F) is required to refrain from entering the building.
- Any building management employee or contract building cleaning, building maintenance, porters, concierges and security team member who is identified as having a fever over 38C (100F) is required to go home to seek medical advice and self-isolate, as deemed advisable by medical professionals.
- If building management becomes aware of any person testing positive for COVID-19 after being in the building, notification will be provided to our key customer contacts.
- Customers are asked to limit non-essential external guests and visitors, to pre-authorize and register guests, and to keep a detailed log of all external guests and visitors in the event contact tracing is necessary.

Operating procedures

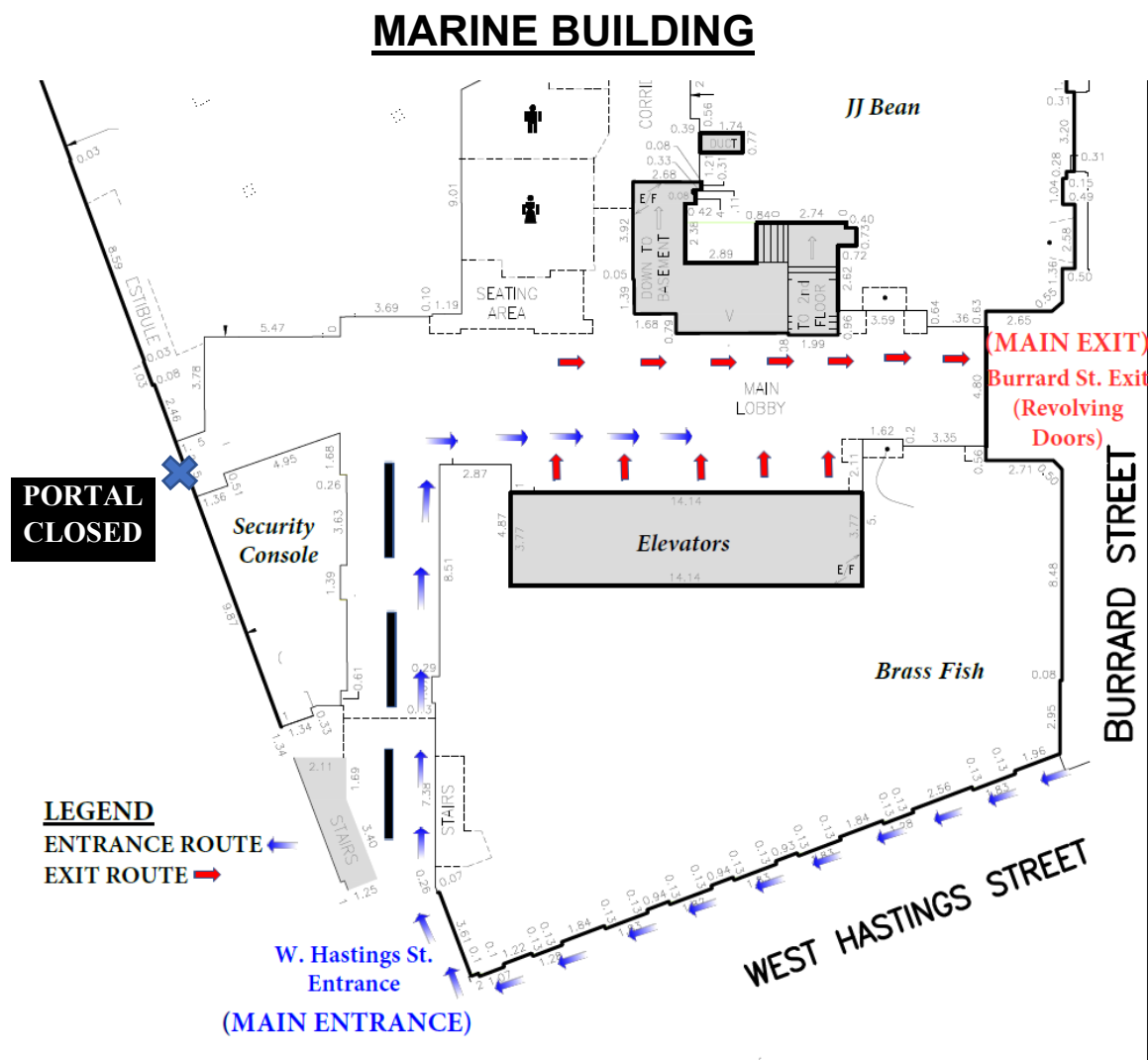
Operating procedures at the Marine Building

Ingress, egress and hours of operation

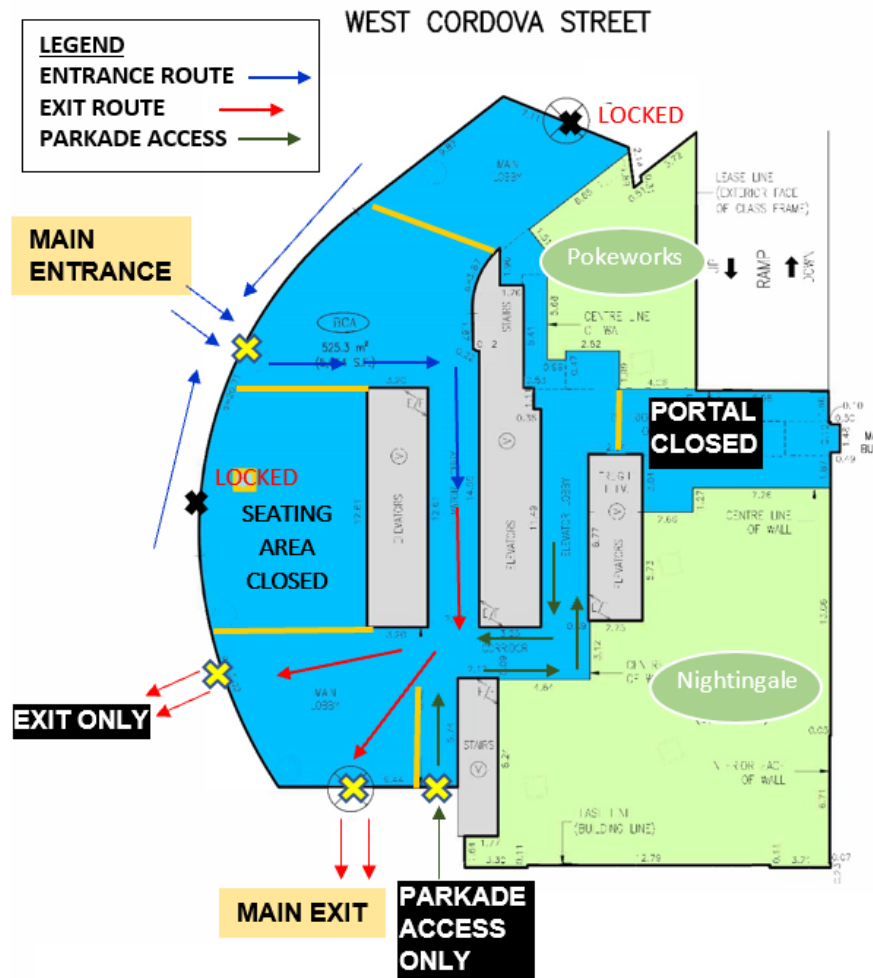
The main ingress for all customers and essential visitors is the W. Hastings St. entrance located on the south side of the building. This entrance will operate from 7:00am to 6:00pm, Monday to Friday. Outside of these hours, this entrance will be accessible by access card or by using the intercom to security.

The main egress for all customers and essential visitors is the Burrard St. main exit (revolving doors) located on the east side of the building. This exit will operate from 7:00am to 6:00pm, Monday to Friday. Outside of these hours, this exit will be decommissioned, and people will be redirected to use the W. Hastings St. doors for egress.

The portal doors between the Marine Building and MNP Tower will be closed and no through traffic will be allowed. To access the MNP Tower lobby, please exit the building and enter MNP Tower from the northwest entrance. To access the parkade, please use the south entrance on W. Hastings St. as indicated on the MNP Tower diagram on the following page.



MNP TOWER – Parkade Access



Parkades

The parkade gates at Oceanic Plaza and Guinness Tower / MNP Tower parkade will continue to be closed until further notice. This allows for an increased level of security.

At Guinness Tower / MNP Tower parkade, daily or visitor parkers that do not have card access will be able to contact security at 604-893-3249 to gain entrance.

At Oceanic Plaza parkade, daily or visitor parkers that do not have card access can use the intercom to contact security or call the number noted above for entry.

Amenities

The following shared customer facilities will continue to remain closed until further notice:

- Marine Building: Fitness Centre
- Oceanic Plaza: Hastings and Pender Meeting Rooms
- Guinness Tower:
 - Bike Changerooms
 - All bike storage rooms (storage room #3 - closed as of May 19)
 - Executive bike locker room (closed as of May 19)
- MNP Tower: Cordova Meeting Room and Social 7 Lounge
- All group fitness classes and Oxford Stride

To accommodate for the adjustment, additional outdoor bike racks have been installed on the plaza of MNP Tower.

The Wellness at Home program will continue and if you are interested in learning more or would like to be added to our email distribution list, please email Emma Cotten [here](#).

Washrooms

We have placed black recycling bins near each washroom door for paper towel disposal when exiting the washrooms.

No more than 2 people are permitted in the washroom at a time.

Couriers and deliveries

We kindly ask that courier and food delivery personnel be met outside of the building to reduce external visitors to the building.

Please contact the courier companies and food delivery services you work with to advise them of this protocol.

Operating protocols

Operating protocols at the Marine Building

Event: positive test on site

It is possible that new cases may occur involving our customers and colleagues. We will continue to be transparent with our customers while respecting individuals' privacy.

If one of your team members or a visitor to your space tests positive after being in the building, please report it to Erinn Solomon at esolomon@oxfordproperties.com and 604-893-3242 including the last date they were in the building and the floors and in-building areas they visited in the 14-days prior to receiving the positive test result. This information will trigger a deep cleaning process, described below, and will be shared with other key customer contacts in the building in a manner consistent with protecting personally identifiable information.

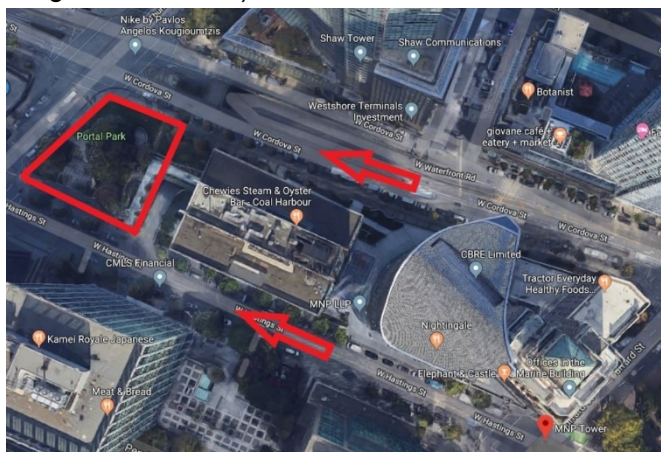
If we are made aware of any other individual who tests positive after being in the building, the building management team will communicate the information with you.

Upon learning of any individual testing positive within 14-days of being in the building, all areas visited by the individual that we customarily clean, including common areas and all customer touch points, will be disinfected in compliance with the Vancouver Coastal Health Authority recommended cleaning protocols. The customer who the infected individual visited is recommended to ensure that areas under their control are cleaned in accordance with the recommended cleaning protocols.

Event: fire alarm

In the event of a fire alarm or other building emergency requiring evacuation, all building occupants are required to exit the building as quickly as possible following evacuation plans and respecting physical distance requirements whenever possible.

As a reminder, upon exiting the building during a fire alarm your team members are expected to immediately present themselves at the designated muster station for the Marine Building which is located at Portal Park (west of Guinness Tower on the corner of W Hastings and Thurlow).



Preparing your space, people and practices

Preparing your space, people and practices at the Marine Building

The following is a summary of the practices we recommend. The practices are informed by the recommendations of the Authorities.

When preparing your space at the Marine Building consider:

- Undertaking deep cleaning protocols, including disinfecting of surfaces, fridge clean outs, etc.
 - Reconfiguring your space to achieve physical distancing of 2 meters, including moving or decommissioning workstations and removing >50% of chairs from meeting rooms.
 - Ensuring your new space configuration complies with local fire-code regulations.
 - Decommissioning non-essential high touch items, including coffee makers, water coolers, etc.
 - Decommissioning non-essential congregation points such as break rooms, filing / storage rooms, mailrooms, etc.
 - Installing visual cues such as signage and floor decals to indicate safe distances and direction of travel.
 - Providing sanitizer to your team in public areas and at workstations.
 - Maintaining a clean desk policy.
 - Providing disinfectant and paper towels for employee usage.
 - Propping non-secure doors open during office hours to limit touching.
 - Encouraging use of virtual meetings.
 - Allowing the temporary provision of disposable cups, plates and cutlery.
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We recommend that you consider reinforcing the following measures with your staff:

- Reinforcing hygiene recommendations, including handwashing and coughing / sneezing.
 - Establishing and communicating a protocol for self-identification of any symptoms of illness.
 - Providing employees masks or facial coverings, gloves, personal sized hand sanitizer and/or sanitizing wipes.
 - Advising employees that masks or face coverings are required in elevators, washrooms and common areas.
 - Establishing and communicating guidance on the usage of public transit.
 - Establishing and communicating guidance on business and personal travel.
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When preparing your practices at the Marine Building consider:

1. Establishing a process for monitoring news and recommendations from public health authorities.
2. Establishing and maintaining a high employee communications cadence.
3. Establishing staggered shifts, staggered start times and rotating schedules to minimize congestion and better achieve physical distancing of 2 meters.
4. Prioritizing the return to office schedule for critical departments and people.
5. Banning non-essential external visitors.
6. Maintaining detailed visitor log to facilitate contact tracing, if necessary.

7. Eliminating buffet / family style food service.
8. Providing pre-ordered boxed lunches for colleagues.
9. Asking employees bring their own boxed lunch.

Remember things will continue to evolve, so always be ready to pivot and adapt.