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# WELL FEATURE GUIDE

TD CENTRE  
WELL HEALTH-SAFETY RATING  
ACHIEVED JUNE 2021



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# EXECUTIVE SUMMARY



Health and wellness at TD Centre (TDC) is more than an extension of a sustainability program—it is a part of TDC’s commitment, to support tenants and improve their businesses. By investing in infrastructure and facilities, enhancing amenities, and implementing new initiatives, TDC aims to cultivate a workplace community that values and supports the health and wellbeing of our occupants. The benefits of a thriving workforce are clear—increased productivity, decreased absenteeism, less turnover and greater employee engagement, all of which positively affect our tenants’ bottom line.

To solidify our commitment to our stakeholders, TDC has successfully achieved various third-party building certifications, including the most recent WELL Health-Safety Rating. This Feature guide provides an overview of the WELL Health-Safety Rating, the Features TDC has achieved, and how these efforts validate our commitment to establishing a sustainable and healthy workplace community. These Features help create a safe and healthy workplace environment that considers cleaning & sanitization procedures, emergency preparedness programs, health service resources, air and water quality management, and stakeholder engagement—allowing tenants, occupants and visitors to feel safe when returning to a new and adapted work environment.

# ABOUT THE WELL HEALTH-SAFETY RATING



The WELL Health-Safety Rating for Facility Operations and Management is an evidence-based, third-party verified rating for all new and existing building and facility types focusing on operational policies, maintenance protocols, stakeholder engagement, and emergency plans. Designed to empower owners and operators across large and small businesses alike to take the necessary steps in order to prioritize the health and safety of their staff, visitors and other stakeholders, the WELL Health-Safety Rating can help guide users in preparing their spaces for re-entry in a post-COVID-19 environment, instilling confidence in occupants and the broader community.

The rating, which consists of a subset of relevant Features from the WELL Building Standard™ (WELL™) adapted for facility operations and management, was informed by the COVID-19 pandemic, but has broader applicability for supporting the long-term health and safety needs of people in a given space. All six towers of TDC have achieved the WELL Health-Safety Rating.



Cleaning and sanitization procedures



Health service resources



Emergency preparedness programs



Air and water quality management



Stakeholder engagement and communication



Innovation



# CLEANING & SANITIZATION PROCEDURES



Maintaining a high standard of cleaning, implementing enhanced environmental cleaning practices, and choosing to use safe and effective cleaning products are integral components of TDC's strategy to reduce the spread of infectious diseases and eliminate exposure to harmful chemicals that impact occupant health. Below, you will find information on the Cleaning & Sanitization Procedures Features that TDC achieved.

## REDUCE SURFACE CONTACT

While most infectious diseases are spread through close contact with individuals who are sick, research indicates that many viruses, like SARS-CoV-2, can survive on surfaces infected by pathogen-containing droplets, leading to potential exposure by touching unclean surfaces. With this understanding, Cadillac Fairview has taken significant steps to reduce the need for occupants to touch surfaces in the building, in addition to increasing the cleaning frequency of high-touch surfaces. Plexiglass barriers at lobby reception desks, touch-free personal protective equipment (PPE) disposal bins, and NanoSeptic Skins on elevator buttons are just a few of the surface contact interventions that have been installed at the property to keep occupants safe. For a full breakdown of safeguards at the property, visit [www.tdcentre.com](http://www.tdcentre.com) to download a copy of TDC's Return to the Workplace Guidelines.

## IMPROVE CLEANING PRACTICES

Cleaning is fundamental to maintaining a healthy indoor environment. Failing to perform sufficient cleaning procedures can result in various forms of illness, including the spread of infectious disease and respiratory issues resulting from the presence of dust mites. TDC prides itself on providing an exceptionally clean workplace environment, exceeding

industry standards and constantly striving for excellence. TDC's comprehensive cleaning plan incorporates everything from the specific cleaning methods used, to cleaning routines and schedules. As a result of TDC's rigorous cleaning procedures, occupants can feel comfortable and safe navigating their workplace.

## SELECT PREFERRED CLEANING PRODUCTS

Many commercial cleaning products contain harmful ingredients that not only negatively impact the health of our environment and air quality, but also have the potential to be hazardous to human health. Fortunately, cleaning products do not need to contain harmful chemicals in order to be effective, there are plenty of safe alternatives that are comparable in terms of cleaning performance. By choosing to use cleaning products that are free from hazardous ingredients, TDC is prioritizing human health, both in terms of providing a sanitary environment, and eliminating exposure to harsh chemicals.







# EMERGENCY PREPAREDNESS PROGRAMS



Emergency preparedness and resiliency plans are critical to ensuring organizations are equipped to confront, and successfully recover from, a crisis. In early 2020, the COVID-19 pandemic put these plans to the ultimate test as TDC, along with other office communities across the nation, were faced with a human health crisis that impacted all aspects of normal operations. Fortunately, Cadillac Fairview was prepared and has taken additional steps to enhance and adapt emergency preparedness plans in the wake of a pandemic. Below you will find further details on the Features that TDC achieved in the Emergency Preparedness Programs category.

## **DEVELOP EMERGENCY PREPAREDNESS PLAN**

Emergency management plans require that a detailed strategy is put in place ahead of any emergency or disaster situation taking place. An effective emergency management plan considers all potential hazards, the needs of stakeholders and vulnerable groups, and the responsibilities of the emergency response team and greater organization as a whole. At TDC, multiple emergency management plans are in place that govern the actions that are taken immediately following an emergency, including a plan that is specific to the property and the specific needs of the tenants and occupants within it.

## **CREATE BUSINESS CONTINUITY PLAN**

A business continuity plan and emergency preparedness plan go hand-in-hand. Where an emergency preparedness plan ensures an organization is equipped to respond to an emergency, a business continuity plan maps out the strategy for recovery and continuation of business operations following the occurrence of an emergency or disaster. Similar to the emergency preparedness plan, TDC is governed by a business continuity plan that considers all relevant factors that may impact

the facility's ability to resume operations as well as best practices for moving forward.

## **PLAN FOR HEALTHY RE-ENTRY**

Following an emergency or disaster, careful consideration of re-entry timing and strategies to facilitate safe re-entry are critical. TDC is committed to working alongside its tenants and occupants to ensure concerns and risks are taken into consideration when devising a re-entry plan following any major event causing a building shutdown. Everything from building mechanical systems to security measures must be considered and factored in to a customized approach prior to a return to normal building operations. These best practices were adhered to at TDC following the prolonged period of low occupancy due to COVID-19 in 2020, and will be consulted for future events of similar nature.

## **PROVIDE EMERGENCY RESOURCES**

TDC has multiple emergency resources in place to assist occupants in navigating their workplace and to outline the standard procedures to be taken in the event of an emergency. At TDC, emergency resources including the Emergency Information and Response Procedures Manual, along with other information on the emergency response team, access to AEDs, and other resources are available on the TDC website, at [www.tdcentre.com](http://www.tdcentre.com).





# HEALTH SERVICE RESOURCES



Providing health services and resources to the TDC community is essential to maintaining a healthy workplace environment. Below you will find information on the WELL Features that TDC achieved.

## **PROVIDE SICK LEAVE**

Providing adequate sick leave and other policies that support employees staying home when sick is integral to reducing the spread of illness and providing a healthy workplace environment overall. Cadillac Fairview provides direct staff with both short and long-term sick leave policies that meet the stringent WELL criteria to ensure that employees are provided with sufficient sick days and are supported in their decision to remain at home when ill. All members of the TDC community are encouraged to practice good hygiene and stay home when sick, to help maintain a workplace environment that is conducive to occupant health, wellbeing and productivity.

## **SUPPORT MENTAL HEALTH RECOVERY**

TDC takes pride in its progressive approach to mental health, working to create an inclusive workplace community that supports occupants and provides opportunities for education and dialogue surrounding mental wellbeing. This commitment is reflected in comprehensive programs and resources that Cadillac Fairview provides its direct staff at TDC. Beyond this, TDC offers occupants access to mental health resources, including a Mental Health Toolkit, which can be found on [www.tdcentre.com](http://www.tdcentre.com).

## **PROMOTE FLU VACCINES**

Reducing the spread of colds and flu is everyone's responsibility, and by encouraging proper hygiene practices, like frequent hand washing and staying home when sick, TDC is working to reduce the spread of illness. Beyond

basic hygiene practices, the annual flu vaccine represents a significant opportunity to protect the health of individuals. Research indicates that the flu vaccine reduces the risk of flu illness and hospitalization, which is why TDC is committed to promoting the annual flu vaccine and eliminating barriers to accessibility by securing vaccine appointments exclusively for TDC occupants. Each cold and flu season TDC holds a Flu Prevention Campaign in partnership with our on-site pharmacy. In addition to exclusive access to flu vaccine appointments, TDC promotes healthy habits via building communications, encouraging all occupants to do their part in maintaining a healthy workplace.

## **PROMOTE A SMOKE-FREE ENVIRONMENT**

Cigarettes contain over 600 ingredients, at least 69 of which are known carcinogens. You don't need to be standing beside a lit cigarette to be exposed to the chemicals they emit. Building entryways provide an opportunity for outdoor contaminants to pollute indoor air. To prevent this, a smoking ban is in place across the TDC property, with the exception of designated smoking zones. Local by-laws require that smoking is banned within 7.5 metres of all building entrances, however in 2020 TDC made the decision to designate the entire property smoke-free to further protect indoor air quality and occupant health.





# AIR & WATER QUALITY MANAGEMENT



On average, people spend 90% of their time indoors—between our homes, offices and other indoor environments, the air quality we are exposed to has the potential to impact both our physical and mental wellbeing. That is why maintaining excellent indoor air and water quality is at the crux of TDC’s commitment to providing a healthy environment that supports optimal occupant health and wellbeing. Below you will find information on the air and water quality management Features achieved at the property.

## ASSESS VENTILATION

Many studies have shown that indoor air ventilation rates can impact the spread of viruses like influenza. Higher ventilation rates result in less concentration of airborne virus particles, making adequate ventilation an integral component of good air quality, and a healthy indoor environment overall. Cadillac Fairview recognizes the importance of ventilation, and is constantly working alongside a team of qualified engineers to ensure the heating, ventilation and air conditioning (HVAC) system at TDC is exceeding industry standards, bringing in a sufficient amount of fresh outdoor air, and using high-quality filtration to clean recirculated air.

## ASSESS AND MAINTAIN AIR TREATMENT SYSTEMS

Everything that enters a building has the potential to contaminate the air quality - from furnishings and fabrics to air fresheners and cleaning products. Despite efforts to reduce contaminants from entering the building by eliminating the source (i.e. through a property-wide smoking ban), it is impossible to eliminate all sources of pollution, particularly those associated with normal occupant behaviour. As such, TDC uses high quality HVAC filters to treat air within the building, ensuring that harmful

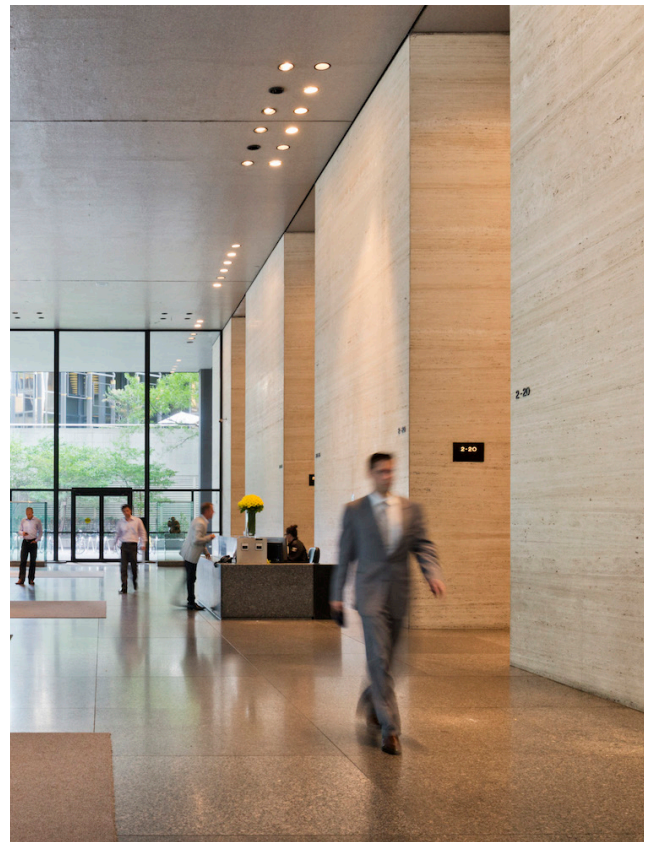
particles are removed prior to the recirculation of air.

## MONITOR AIR AND WATER QUALITY

Continuous monitoring and transparency of results has always been an important part of TDC’s operations. Air and water quality testing is done across the property on an annual basis, in line with stringent WELL requirements. Results of air and water quality testing are used to ensure targets are being met, and to identify any areas of concern, leading to further investigation and the implementation of comprehensive solutions.

## MANAGE MOLD AND MOISTURE

Without proper management and intervention, excess moisture can lead to the growth of mold and other biological pests in buildings, potentially leading to respiratory issues among occupants. To prevent mold growth from occurring, TDC has various operational practices in place, including regularly scheduled inspections, and leak reporting protocols to inform building management of any visible issues. In the event of a water leak or mold growth, TDC works alongside a team of qualified professionals to rectify and remediate moisture issues.







# STAKEHOLDER ENGAGEMENT & COMMUNICATION



Engaging and communicating with building occupants is of utmost importance at TDC. From our award-winning Occupant Engagement Program, to frequent and transparent building notifications during the recent COVID-19 pandemic, Cadillac Fairview understands that effective communication and engagement are essential to building a strong and lasting relationship between the landlord, tenants and occupants that make up the TDC community. Further details regarding the Stakeholder Engagement & Communication Features achieved are below.

## PROMOTE HEALTH AND WELLNESS

Providing information and resources to educate occupants on health and wellness is a priority for TDC. Through the use of communications, educational lunch sessions and comprehensive toolkits, TDC aims to engage all occupants in wellness. The pursuit of the WELL Health-Safety Rating at TDC offers an opportunity to further this discussion by outlining how the property supports wellness from building design to operations and maintenance. This manual serves as a guiding document for occupants, explaining what WELL means for TDC, and how it impacts the occupant experience.

## SHARE FOOD INSPECTION INFORMATION

TDC's PATH is home to over 30 food retailers, offering a diverse range of cuisines and convenient grab-and-go options for occupants. All food retailers are subject to the stringent requirements set forth by DineSafe, Toronto Public Health's food safety program that mandates all establishments must undergo frequent inspections and receive a pass to continue operations. In alignment with WELL requirements, all food establishments at TDC prominently display their food inspection certificates to provide occupants with assurance that their dining experience is safe and third-party verified.

## DID YOU KNOW?

TDC distributes quarterly newsletters highlighting health and wellness resources, programs, amenities and policies available at the property. TDC's quarterly newsletters contain helpful tips and information about upcoming wellness and sustainability events.

New to TDC? Visit our website at [www.tdcentre.com](http://www.tdcentre.com) to download a copy of our onboarding document for a full overview of wellness and sustainability at TDC.





# INNOVATION



Innovation Features provide an opportunity for properties to showcase unique and innovative initiatives that relate to wellness, that are not already addressed by existing Features in the WELL Health-Safety Rating program. Below you will find information on the two Innovation Features TDC achieved for going above and beyond the WELL requirements.

## **INNOVATION II: WELL AP**

In order to achieve the WELL Health-Safety Rating, TDC engaged a consulting team experienced in wellness and sustainability certifications. Several members of the project team hold a WELL Accredited Professional designation, verifying their subject matter expertise.

## **INNOVATION III: DESIGN FOR WELL HEALTH-SAFETY**

Innovation III: Design for WELL Health-Safety provides projects with an opportunity to achieve a Feature from the full WELL Building Standard, from the Air, Water, Thermal Comfort, or Community category. TDC chose to pursue Air Feature 11, Source Separation, verifying that all six buildings at the property are designed in a way that adequately expell air outdoors from areas such as bathrooms and cleaning and chemical storage rooms, to eliminate odours and other potential air quality contaminants from impacting occupant comfort.





# GLOSSARY



To aid in the review and understanding of this guide, the following is a list of common terms used in the WELL Building Standard™ and WELL Health-Safety Rating.

## **FEATURE**

Refers to a set of requirements in the WELL Building Standard™ and the WELL Health-Safety Rating with a specific health intent. Features are classified as either mandatory Preconditions or as optional Optimizations that offer more flexibility.

## **HEALTH-SAFETY RATING**

The WELL Health-Safety Rating for Facility Operations and Management is an evidence-based, third-party verified rating for all facility types, focused on operational policies, maintenance protocols, emergency plans and stakeholder education to address a post-COVID-19 environment now and broader health and safety-related issues into the future.

## **IWBI**

The International WELL Building Institute (IWBI) is the body that develops and administers the WELL Building Standard™. IWBI's mission is to improve human health and well-being through the built environment.

## **WELL BUILDING STANDARD™**

An independently verified, performance-based system for measuring, certifying and monitoring Features of the built environment that impact human health and wellbeing. The standard is composed of over 100 Features that are applied to each building project, designed to address issues that impact the health, comfort or knowledge of occupants through design, operations and behaviour. The WELL Building Standard™ is designed to work harmoniously with the LEED Green Building Rating System.

## **WELL AP**

A WELL Accredited Professional (WELL AP) possesses expertise in the WELL Building Standard and a commitment to advancing human health and wellness in buildings and communities around the world.