



YONGE
CORPORATE
CENTRE

A **CF** PROPERTY



RETURN
TO WORK

GUIDELINES

JULY 2021



A MESSAGE FROM THE GM



As we all continue to navigate through the pandemic and discover our new normal, I want to acknowledge that this past year has not been easy. I can certainly appreciate that each and every one of us has had to work through so many new situations that we never thought we would ever need to.

While the situation continues to evolve and challenge us, we are starting to see the light at the end of the tunnel and as such we felt it was appropriate to send you an update as to what you can expect when returning to the workplace over the coming weeks.

Ontario enters Step Three of the Roadmap to Reopen effective July 16th, and work from home restrictions are no longer in effect. In this handbook, you will find updated information on the additional initiatives and strategies we have put in place at our properties – our community – to provide a safe and healthy environment for all of our tenants, clients, and visitors to return.

We are very much looking forward to welcoming you safely back to the office. Please don't hesitate to contact us directly to discuss any questions you may have once you have reviewed our guide.

Sincerely,

Patricia Poyntz
General Manager, Yonge Corporate Centre
patricia.poyntz@cadillacfairview.com
Direct: 416.250.3144

CF Connect
1.800.665.1000
cfconnect@cadillacfairview.com

Yonge Corporate Centre Security 24/7
416.222.4993
yccsecurity@cadillacfairview.com

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CF Connect
1-800-665-1000
cfconnect@cadillacfairview.com

YCC Security Operations - 24/7
416-222-4993
yccsecurity@cadillacfairview.com

The YCC Property Management team is actively monitoring the situation surrounding COVID-19 and will update the guidelines as needed. We appreciate your cooperation with our efforts to mitigate the potential risk within the Yonge Corporate Centre.



CLEANING



CF will continue to maintain a high standard of cleaning. Common areas, including washrooms, will be disinfected and sanitized throughout the day.

- Cleaning products used are the recommended products to disinfect against viruses like COVID-19.
- Hand sanitizer and disinfecting wipes will be available in lobbies and common areas.
- We are regularly flushing all water systems (e.g. sinks, toilets) in base building washrooms. We have engaged environmental consultants who will be performing spot-checks of the domestic water supply for quality control. We strongly recommend tenants make arrangements to flush their own equipment. Please contact CF Connect for assistance.

NOTE: Frequency will be monitored and adjusted based on traffic patterns/usage. The following table provides a preview of key areas.



AREA	SCOPE	ADDITIONAL FREQUENCY(S)
Entrances	Disinfect and sanitize: Glass, handles, push buttons, kick plates. Completely vacuum and sanitize carpets.	Minimum every two (2) hours.
Elevators/Escalators	Disinfect and sanitize: Glass/Mirrors, handles, call/control buttons, kick plates, floors.	Minimum every two (2) hours.
Lobby/Security Desk	Disinfect and sanitize: Countertops, desk, keyboards, mouse, screens, chair	Minimum every two (2) hours
Handrails and Glass	Disinfect and sanitize: Glass, handrails, kick plates	Minimum every two (2) hours
All Base Building Washrooms	Disinfect and sanitize: Faucets, soap dispensers, paper towel dispensers, toilet seats, disposal bin covers/lids, waste receptacles and door handles, flush handles, light switches and exit door handles, change tables (where applicable).	Patrolled throughout the day (3x). End of day sanitization and cleaning.
Parking	Parking elevators, parking equipment, parking entrances, bike areas.	Patrolled throughout the day (3x).
PPE disposal bins	Disinfect and sanitize. PPE disposal bins are in the lobbies and handsfree	Patrolled throughout the day (3x).



WATER QUALITY



THE FOLLOWING MEASURES HAVE BEEN IMPLEMENTED TO ENSURE WATER QUALITY IS MAINTAINED DURING PERIODS OF LOWER OCCUPANCY.

- Cleaners flush all base building water systems (e.g. washroom sinks and toilets) on a daily basis.
- Operators and cleaners have completed additional prolonged flushing of all base building water systems (e.g. washroom sinks, toilets and hot water tanks) and will continue to do so until occupancies increase.

TENANT OBLIGATION

Given the low occupancy in the buildings, the following measures should be performed within your tenant space:

- Tenants are obligated, in accordance with your lease, to flush your own equipment at least once per-week for a minimum of 10 minutes (eg. Private washrooms, kitchen sinks, showers) and do so in accordance with federal guidelines MD 15161 – 2013 (for example, wearing appropriate personal protective equipment). This includes but not limited to flushing and servicing; coffee makers, water coolers, dishwashers, and any other equipment which is connected to the building's potable water system. During this time please consider replacing any filters or associated equipment based on manufacturers recommendations.
- If tenants would like to make arrangements to have C&W perform this work on your behalf, please contact Michael.Stefancic@cwservices.com for a quote.
- Follow manufacturer's recommendations for servicing; hot water tanks, supplemental cooling units, and LAN room equipment, or reach out to your service provider for their service recommendations.

HVAC & BUILDING SYSTEMS



We have summarized our revised approach to HVAC & Building Systems operations in response to COVID-19, taking into consideration guidance provided by public health authorities, ASHRAE and Cadillac Fairview internal guidelines. We continue to educate ourselves on the latest regarding COVID-19 preventative measures, and Cadillac Fairview is committed to operating and maintaining our building systems to ensure that they meet or exceed applicable guidelines.

HVAC and Lighting Hours

Regular building HVAC and lighting service hours are in place. In some cases, we have worked with tenants to reduce extensions and exceptions that were in place during regular occupancy periods, for the purposes of energy efficiency. We ask tenants to notify us directly once they are ready to reinstate these extensions and exceptions as occupancy increases.

Ventilation Enhancements and Measures

- Building Operations conduct daily rounds to ensure that all HVAC equipment is functioning
- Our HVAC systems are monitored on the Building Automation System
- All HVAC filters are checked monthly including fan belts
- Regular PM tasks on all Fan Systems including Filter Rack are inspected quarterly
- Implementation of recommended MERV-14 filters
- We are following the full ASHRAE standards of (3) air exchanges per hour and have implemented extended HVAC schedules beyond normal hours of business for increased ventilation

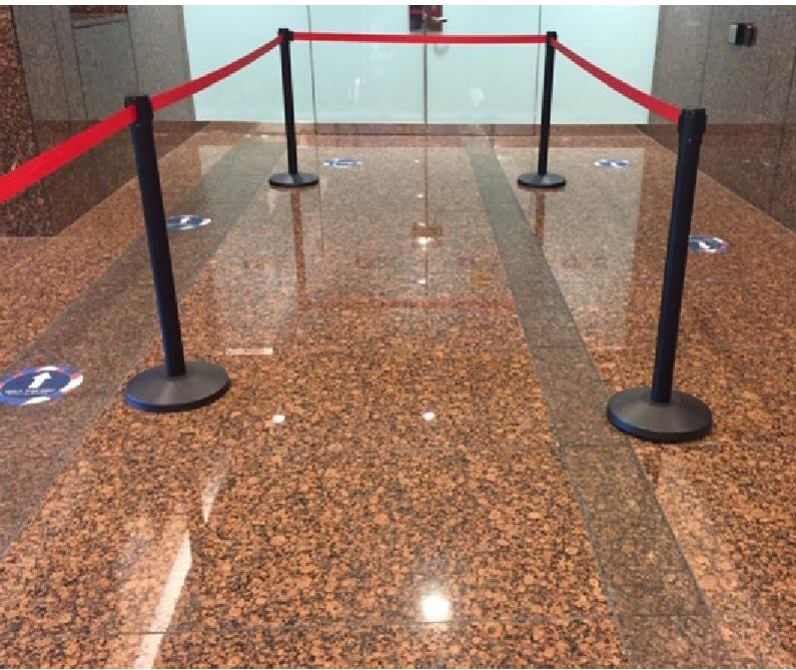


ELEVATORS

- Traffic flow in each lobby will be managed through signage and markings.
- Floor decals will prompt individuals to maintain physical distancing.
- Masks or face coverings are mandatory in elevators.
- A **maximum of 4 people** per standard cab is permitted. Clear signage will be posted.
- Pending changes in provincial restrictions, all floors will be returned to open access. For full tenant floors, please advise us if you would like your floor held in secure mode.
- High touch point areas will be disinfected regularly (minimum every two (2) hours, or more frequently based on traffic).



Elevator Access and Egress





For Standard Elevators

- Removable protective antimicrobial stickers will be installed on buttons, where applicable, providing a higher level of cleanliness.

FOR TENANT CONSIDERATION

- After entering the cab and selecting your floor, we ask that tenants move to the unoccupied decals located furthest from the elevator button panel.
- **We strongly recommend tenants stagger arrival times, breaks and departure times to avoid congestion.**
- When exiting the cab at lobby level, please follow signage to avoid overcrowding the entrances.
- Passcards will be required to access floors on secured mode. Tenants should ensure their staff have appropriate access. For security purposes, security staff will not be able to grant access to floors if requested.
- Should a cab arrive on your floor with 4 passengers, please wait for the next to arrive.



ACCESS/EGRESS

- A limited number of entry and exit points will be open to maintain control of traffic. Please allow for appropriate physical distancing when entering/exiting the building. Floor decals will identify areas for queuing where applicable.
- Main entry/exit doors will be clearly marked with signage, where applicable.
- Main lobby doors and auxiliary doors will be secured between the hours of 7:00pm and 6:00am Monday to Friday and 24 hours on weekends
- Accessibility doors will remain as entry and exit doors as needed.

WELCOME!




Your safety is important to us.

**PLEASE DO NOT ENTER
YONGE CORPORATE CENTRE IF YOU:**

- Have travelled outside of Canada in the past 14 days
- Are experiencing any symptoms related to COVID-19
- Have been advised by your physician to be in self-isolation
- Have been in contact with a confirmed or probable case of COVID-19

During your visit please note:

- Masks/face coverings are mandatory in elevators and strongly recommended in common areas
- Follow the physical distancing markers throughout the property

CF

FOR TENANT'S CONSIDERATION

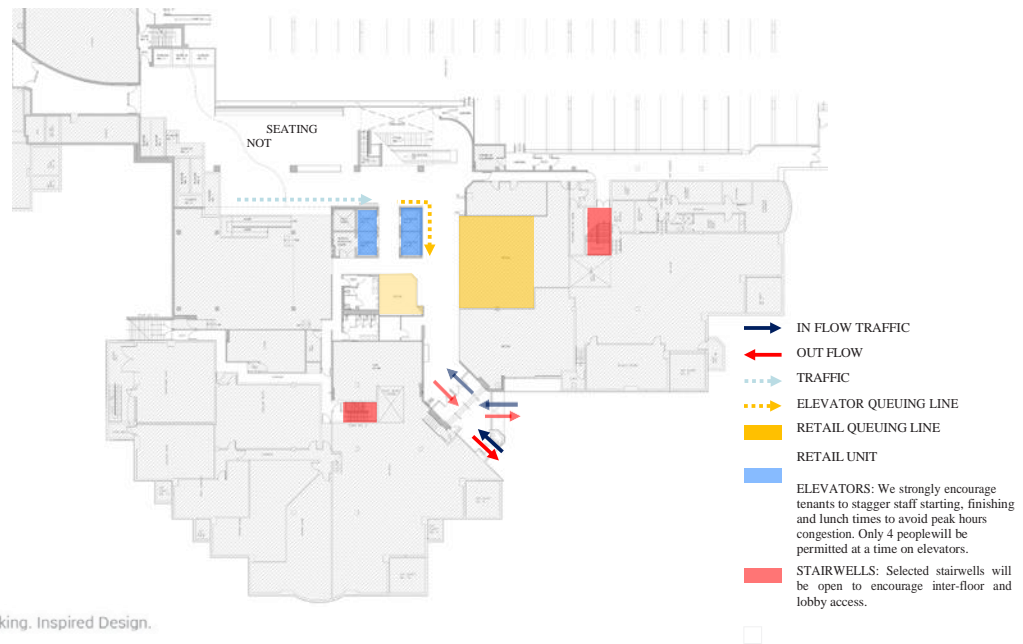
- See floor plans for each building's traffic flow patterns Pages 9-11
- Please adhere to traffic patterns at all times to the best of your ability

4100 Ground



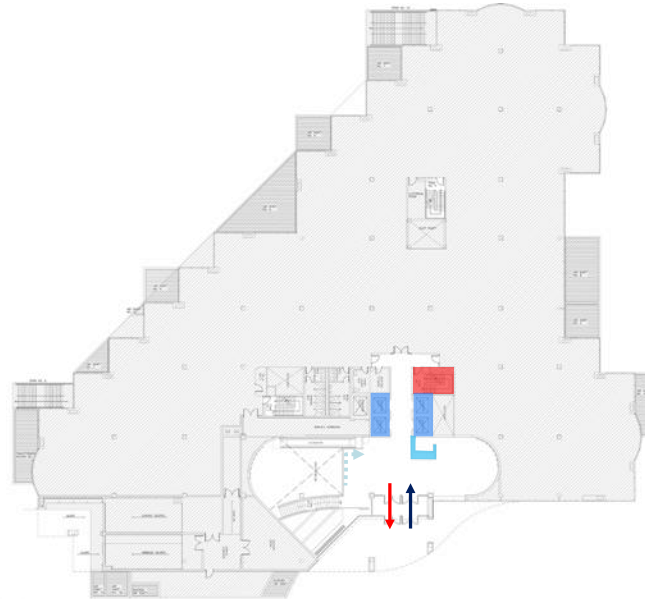
NORR | Integrated Thinking. Inspired Design.








4100 Concourse



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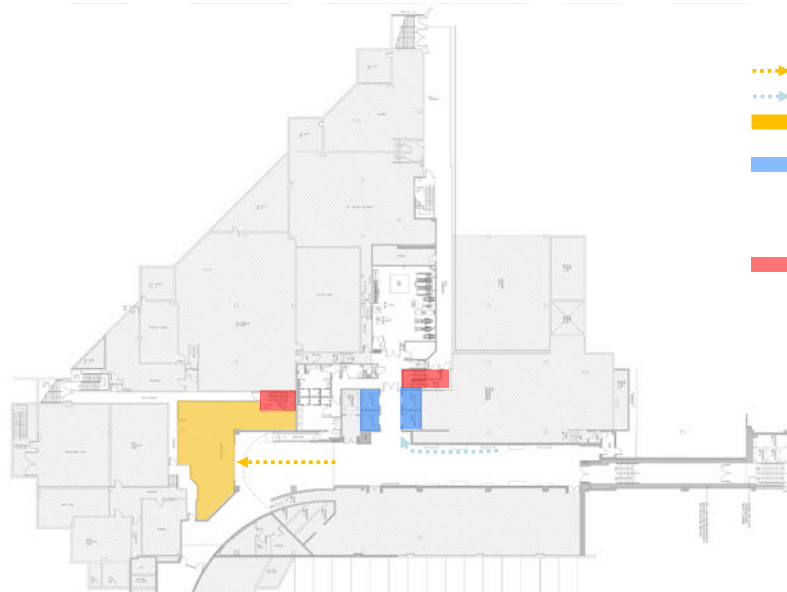
4110 Ground









-  IN FLOW TRAFFIC
-  OUT FLOW TRAFFIC
-  ELEVATOR QUEUING
-  LINE
-  SECURITY DESK LOCATION
-  ELEVATORS: We strongly encourage tenants to stagger staff starting, finishing and lunch times to avoid peak hours congestion. Only 4 people will be permitted at a time on elevators.
-  STAIRWELLS: Selected stairwells will be open to encourage inter-floor and lobby access.

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4110 Concourse



-  RETAIL QUEUING LINE
-  ELEVATOR QUEUING
-  LINE
-  RETAIL UNIT
-  ELEVATORS: We strongly encourage tenants to stagger staff starting, finishing and lunch times to avoid peak hours congestion. Only 4 people will be permitted at a time on elevators.
-  STAIRWELLS: Selected stairwells will be open to encourage inter-floor and lobby access.

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4120 Ground

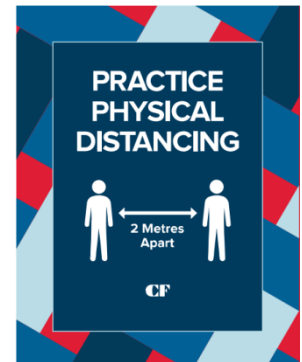


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PHYSICAL DISTANCING



- The basic 2 metre physical distancing rule should be followed while at the property.
- Follow floor decals in all parking, lobby and below grade stairwells.
- In some cases, smaller spaces (eg. washrooms) may limit the practical application of this rule. We strongly recommend use of masks in these instances. Masks or face coverings must be worn in elevators.
- Signage will be posted throughout the property as a reminder. See samples below.



FOR TENANT'S CONSIDERATION

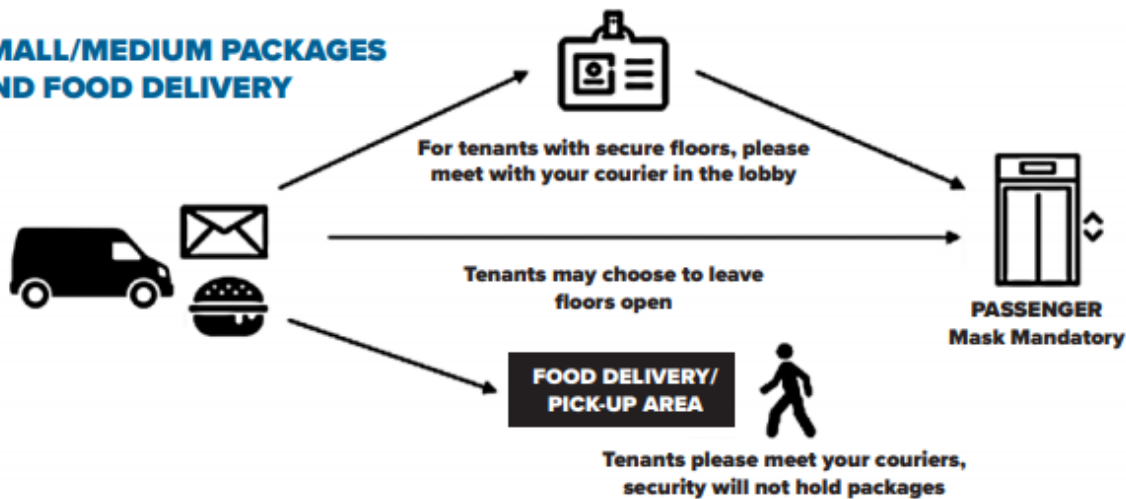
- We recommend tenants stagger arrival times, lunch breaks, departure times, etc. to promote physical distancing and avoid congestion.
- Tenants should consider deploying measures within their tenant space to promote physical distancing.



COURIER SERVICES/ DELIVERIES

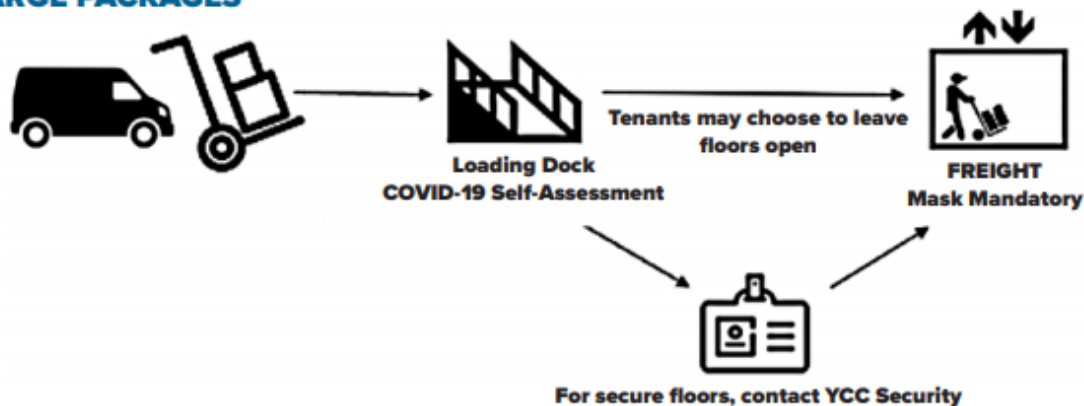
We ask that tenants communicate these changes to their couriers and vendors to ensure compliance. As a reminder, masks must be worn in all Yonge Corporate Centre (YCC) elevators. This also applies to all couriers.

SMALL/MEDIUM PACKAGES AND FOOD DELIVERY



*Note: "Medium" packages are those that would **not take up space** in a passenger car (e.g. at maximum a small trolley).

LARGE PACKAGES



FOR LARGE PACKAGES

Items requiring a large cart or dolly (e.g. catering, office supplies, etc.)

- All couriers and vendors must come through the Loading Dock and use the freight elevators. Clear signage will be posted to identify where couriers should drop off items.
- All individuals coming through the Loading Dock must meet the requirements of a COVID-19 Self-Assessment. Clear signage will be posted.
- All Loading Dock personnel will wear PPE and physical distancing rules will apply.



OTHER DELIVERY CONSIDERATIONS

RECURRING VENDORS: For recurring vendors, passcards for freight elevators can be temporarily issued by YCC Security by completing a [Service Work Permit](#). The tenant will be responsible for the replacement of damaged or lost cards. CF must be notified immediately if a card is lost.

SUPPORT YCC VENDORS: If ordering take-out, we encourage tenants to support our vendors located at YCC.



CONTRACTORS



- * All contractors must sign in with YCC Security and review and comply with the [COVID-19 Health Self-Assessment](#).
- * Access cards should be carried at all times as some floors will be held in secure mode.
- * All contractors will be required to wear masks or face coverings in common areas and tenant spaces.
- * Contractors have been notified of new procedures in place, but please reach out to Gino.DiTomasso@cadillacfairview.com if you require further information.



WE ARE COMMITTED TO PROVIDING A SAFE ENVIRONMENT FOR EVERYONE DURING THE COVID-19 PANDEMIC AND TO LIMITING THE SPREAD OF THE VIRUS.

PLEASE DO NOT ENTER YONGE CORPORATE CENTRE IF YOU:

- Have travelled outside of Canada in the last 14 days to any of the identified COVID-19 travel health notice countries
- Are experiencing symptoms related to COVID-19
- Have been advised by your physician or Public Health inspector to be in self-isolation (currently/within the last 14 days)
- Have been in contact with anyone who is a confirmed case of COVID-19 in the last 14 days

CF

FOR TENANT'S CONSIDERATION

- Tenants are asked to communicate these changes to their contractors to ensure compliance.



HEALTH CONSIDERATIONS



Masks

- Masks continue to be mandatory in all common areas of the building including lobbies, elevators, common corridors and washrooms, anywhere physical distancing is not possible.
- Security guards are stationed in our office lobbies assisting with directions and guidance with building protocols and will provide disposable face masks in the event you have forgotten to bring one.

Your safety is of the utmost importance to us. Please do not enter the property if you:

- Have travelled outside of Canada in the last 14 days to any of the identified COVID-19 travel health notice countries
- Are experiencing symptoms related to COVID-19
- Have been advised by your physician or Public Health inspector to be in self-isolation (currently/within the last 14 days)
- Have been in contact with anyone who is a confirmed case of COVID-19 in the last 14 days

In the event of a suspected or positive case of COVID-19 in or related to a CF workplace the following steps should take place:

- 1 Employee to communicate with their immediate supervisor/manager
- 2 Supervisor to communicate with CF site contact
- 3 Advise affected employee to leave workplace immediately and contact public health for guidance
- 4 Follow public health guidance and protocols for identifying other employees who may need to be in quarantine, cleaning of space/areas and additional communications
- 5 Upon communication from tenant, CF management will arrange for cleaning of common areas

FOR TENANT'S CONSIDERATION

- Tenants should have internal procedures in place if an employee feels unwell at work and/or demonstrates symptoms of COVID-19 (e.g. isolation room and procedure for sending those who have been in contact with that person home).
- PPE is considered general waste and can be disposed of accordingly.
- **In the event of a confirmed case, PPE is considered a biohazard and CF must be notified as a special disposal procedure is required.**



ADDITIONAL RESOURCES

Please see below for a list of tools and resources:

[City of Toronto COVID-19 Updates and vaccine updates](#)

[For Government regulations and recommendations](#)

[COVID Self-Assessment Tool](#)

[COVID Alert App](#)

[For within your office space](#)

[C&W's Recovery Readiness Guide](#)

[PPE Resources](#)

[Proper Use of Masks/Face Coverings](#)