

**AVISON
YOUNG**

In collaboration with



Avison Young Return to Office Approach

Amended September 2020



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Executive Summary

Much of the global conversation around working through the COVID-19 (coronavirus) pandemic has shifted from working from home to returning to the office. After mandatory corporate instruction to work from home, Avison Young (AY) is ready in accordance with the appropriate local government instruction to begin returning AY professionals (including employees and independent contractors) to office settings in a phased approach.

The overriding objective has been around safety of our people returning to the office, whether it is prevention of spread of infection or mental health. Keeping the wellness of our people in mind, the Global Executive Committee has confirmed that staff who are deemed higher risk, who will face undue hardship by returning to the office, or who are concerned about risk of infection (and can perform their duties remotely) will not be required to return to office immediately and can choose to continue to work from home until December 31, 2020.

The aim of this policy document is to ensure consistency in our approach in return to our global offices subject to legal and governmental requirements in local markets.

Intent and Scope

This policy document was developed to provide general guidance for a uniform and consistent approach for returning to offices across all AY markets. Through these recommendations, we aim to provide greater peace of mind and alleviate some concerns of our staff regarding returning to our offices in this first phase. We recognize and understand that local health ordinances and legal requirements, building conditions, landlord requirements and the layout of our offices will dictate the implementation of these recommendations on an office-by-office basis.

This document is intended to allow the Managing Directors to set the top-level tone in implementing these policies and protocols and deal with day-to-day issues.

Methodology

At the request of our Global Executive Committee and the Global Business Continuity Committee, a Return to Office (RTO) Committee was formed with the goal of thoughtfully and strategically determining the global policies to direct our workforce on how to return to the office. This paper and the recommendations included herein are based on discussions of the committee members along with input from our executive leadership. Decisions and recommendations were made based on the committee's understanding of best practices being implemented in various countries.



Executive Summary

Recommendations

The main focus of this policy paper is to provide manageable global implementation steps and policies to ensure AY professionals (including employees and independent contractors) can be physically distanced while performing their jobs and that a hygienic and health conscious work environment is provided for our professionals.

We have identified five key areas of focus for policy direction which will be discussed further in the Policy Recommendations section of this paper.

- 1 Space Planning & Cleaning
- 2 Personal Protective Equipment (PPE)
- 3 Communication
- 4 People
- 5 Information Technology

To the extent permitted by local health ordinances and legal requirements, we expect a uniform approach to these areas from all our leaders, managing directors and operations managers and that our country leaders and operating officers will work to ensure compliance.

These recommendations are intentionally broadly worded to account for the different operations in various locations and individual markets. While examples may be made available, Managing Directors and Operations Managers should employ industry best practices as applicable.

Updates and Additional Information

These recommendations and policies set forth in this document are current as of September, 2020 and are subject to further change as government regulations and the COVID-19 landscape changes. This policy paper is a baseline document and subsequent versions should be expected and will be provided as updates are made.

Key Assumptions

While we are following and will continue to follow all “stay-at-home” guidelines issued by local governments, it is likely that our remote working will extend beyond lifting of the lockdown restrictions by individual governments, as AY will make decisions based on what is right for the health and safety of our people and our company.

No RTO plan is one-size fits all, so specific timing and guidance will be based on individual country, region and workplace make-up.

Several key assumptions regarding social protocols and behavior of our staff have been used to arrive at the direction provided by this document. Following are the key assumptions made by the committee in this policy paper.





The New Normal

The direction provided by **this paper** will require AY professionals and visitors to adopt new social behaviors. We expect our leaders and managers to prompt these behaviors based on the assumptions that the COVID-19 pandemic will continue for some time and that providing a safe work environment for our professionals will result in increased productivity of our workforce and revenue for our company.



Social/Physical Distancing

The basic 6-foot/2-meter physical distancing rule is known well by professionals and the general public and will need to be part of social behavior inside and outside the office space for some time. We understand that in various circumstances (public transportation, elevators/lifts, etc.) may hinder the application of this rule.



Hand Washing and Personal Hygiene

Guidance and directives regarding frequent handwashing and personal hygiene are clearly understood by professionals. Managing Directors and other local leaders should use signage and exercise other opportunities to re-enforce these messages.



Face Coverings and Personal Protective Equipment (PPE)

Public health organizations have advised that non-medical face covering usage in public may reduce viral spread and **our staffs should wear face coverings as part of Phase 1 social behaviors and workplace etiquette, when they are in our offices away from their specified desk.**



Phased Approach to Complete Return to Office

Managing Directors will bring professionals back to the office gradually and by invitation, in a phased approach based on availability of space. Until specifically given the go-ahead from a Managing Director, professionals will continue to work from home. No professional who can perform her/his duties remotely will be required to return to the office until December 31, 2020.



Supply Chain Risk

Challenges may exist in obtaining Personal Protective Equipment (PPE) and sanitation products due to supply chain issues. This may remain a critical risk for Managing Directors, Operations Managers, professionals, and the general public and may impact the pace of our return to our offices.



Physical distancing, PPE use and general hygiene are three broad considerations recommended by most government health organizations.

Public Health Regulations and Considerations

Public health regulations and guidelines issued by relevant country medical organizations and governments will supersede the recommendations in this policy paper.

Three broad considerations are recommended by most government and health organizations:

- 1 Physical distancing
- 2 Circumstances when Personal Protective Equipment (PPE) should be worn
- 3 General hygiene and etiquette, including:
 - Regular hand washing
 - Coughing and sneezing away from others and into a tissue or, where unavailable, your elbow
 - Avoiding touching of face
 - Staying home when sick
 - Safely disposing of tissues and used PPE



Space Planning and Cleaning

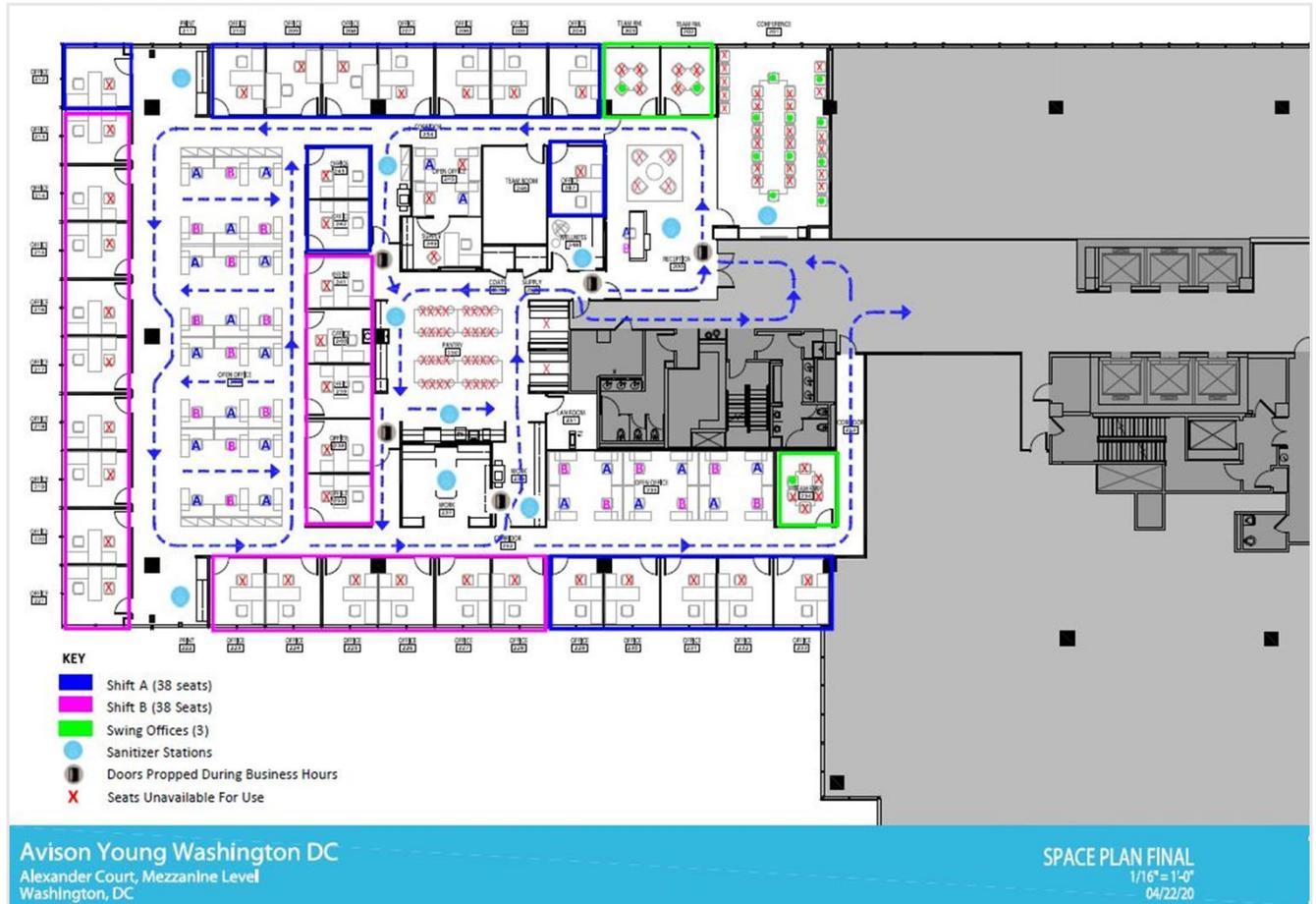
Office Layout

- Office seating to be adjusted for six foot/two-meter distancing;
- If possible, allocate desks and chairs for individuals. If this is not possible enhanced cleaning protocols should be in place and desks should be cleaned before another individual is allowed to utilize that same desk;
- Limit conference room occupancy for six foot/two-meter distancing, and, if possible, remove additional seats from conference rooms. Establish and post occupancy limits outside each room;
- Establish one entrance for the space and ensure that all exiting is done in separate locations, if possible;
- Establish one-way traffic flow through the office. Each office will mark the one-way system based on plan that has been approved by their respective country COO;
- All common appliances to be switched back on and use of office cutlery and cups to be allowed. AY Professionals will continue to observe social distancing and face covering requirements. Any office cutlery and cups used shall be placed by the user into the dish washer at the end of each day. Place sanitizers and sanitizing wipes next to common appliances. Individuals should wipe down the common appliances after each use;
- Create a list of common touch points and high traffic areas to determine where to place sanitizer;
- Station an employee at the reception area in each office during office hours to maintain a daily log of in-office personnel and to register contact details of visitors;
- Prop open all internal doors within the premises, except those used to secure the premises, to eliminate touch points;
- Sitting signage for approved seating;
- Disable air hand dryers

Policy Recommendations

Office reception should be reconfigured to allow social distancing. Below is an image of an example floor plan, which each office is expected to complete. On each office space plan, please note hand sanitizer locations and include names of staff workstations where possible.

Draft Return to Office Plan



Policy Recommendations

Office Cleaning Routines

It is expected that an enhanced cleaning regime will be established locally with the cleaning partners for each office. The minimum standards set are:

- Enhanced cleaning and disinfection regimen for common areas and "high-touch" surfaces (to include external cleaning services and cleaning wipes so that individuals can clean high-touch surfaces before use);
- Prior to RTO, begin with an initial deep clean and sanitization of work areas, offices, restrooms, conference rooms, break rooms, cafeterias, and mail/copier areas;
- Enforce strict clear desk policy to allow for thorough cleaning of all desk surfaces;
- Cleaning wipes to be placed at each desk for use by professionals;
- Automated/hands free sanitizers to be placed at receptions of each office and all staff and guests must sanitize their hands upon entrance. All staff are encouraged to wash their hands upon entering the office;
- Additional sanitizers to be placed in common areas and near high touch surfaces;
- For the return to office cleaning guidelines, see [Appendix A](#)
- For the reopening cleaning service tasks, see [Appendix B](#)

Office Signage

The signage required in each office is set out below and templates for the signs will be provided centrally on Avisphere to be printed or ordered (as applicable) locally by each office. The signs should be placed in appropriate places and in common areas.

- Approved seating
- Wiping down equipment pre & post use
- Washing hands
- Maintaining social distancing
- Turn away from others when coughing or sneezing
- Discourage shaking of hands
- Restrict the use or borrowing of other people's phones, desks, offices or equipment
- Complete clean desk policy
- Discourage use of whiteboards

Policy Recommendations

Office Operations

- Office PPE supplies should be distributed by reception staff or Operations Managers.
- All deliveries should be taken by reception staff. If it is possible to receive deliveries in a contactless manner this should be the preferred route by allowing the courier to place the delivery in a safe place. It is recommended that package only be handled once a day at designated times. The following steps should be followed:
 - Maintain 6ft/2m distancing with delivery person, asking that boxes be left in a marked off area of reception
 - Open packages and then separate items
 - Disinfect hands and spray staging area and use disinfectant wipes
 - Wash hands with soap

Office Closures

- In the event of a suspected or known case of COVID-19 at an AY location, AY will notify all professionals and guests present at that location in accordance with our original COVID-19 response protocols.
- Any AY office with a suspected or known case of COVID-19 will close for a period of seven days and will receive a deep clean before AY professionals and guests are permitted to return.

Number of Staff in Each Office

The capacity of each office will be reduced due to social distancing and therefore each Managing Director should consider staff rotations/shifts based on following:

- Phased return on priority basis based on revised capacity
- Alternating day schedules on phased returns
- Shift working patterns if required and appropriate

Health Screenings

- In the U.S. and Canada (and in such other jurisdictions as the RTO Committee may determine), all AY professionals coming into an AY office will be required to complete and submit a Health Screening Self-Certification each morning before coming into the office. The results of the Health Screening will be kept confidential and only viewed by your office's Operations Manager and, if necessary, Human Resources. Individuals without such certification will not be allowed to access the office space.
- AY professionals and guests also will be required to complete an electronic check-in form when entering the office. Information from the check-in will be used to monitor compliance with the RTO Policy and assist with contact tracing in the event of a COVID-19 diagnosis.
- These forms will be distributed at the market level.

Individuals should not visit the office if they are not on the rotation/shift as it will not be possible to maintain social distancing if this happens. As of October 1, 2020, Avison Young professionals are permitted to visit more than one office within a region or limited geography (e.g. Washington, D.C./Northern Virginia, Greater Toronto Area, England, etc.) as long as all other elements of this policy are followed.



Policy Recommendations

Discussions with Landlords

Managing Directors with their Operations Managers should commence discussion with their landlords to gain understanding of:

- Building/Office entry requirements;
- Protocols around use of lifts/elevators/stairwells;
- Improving air cleanliness (see [Appendix E: Standard Re-Opening, Air Quality Requirements](#));
- Frequency of daytime cleaning of high-touch common area surfaces such as washrooms, doorknobs and kitchens;
- Emptying of garbage containers (which preferably should not be emptied by the base building janitorial company until after all AY professionals have left the office).

For a specific list of questions to be discussed with landlords, see [Appendix F: RTO Question for Landlords](#).

Office Visitors & Client Meetings (Guests)

It is advised that face-to-face meetings should be by exception only and video conference meetings should be used where possible. If we need to host guests in our office the following protocols must be followed:

- Guests should be hosted at AY offices only if necessary and they should be restricted to reception area and main conference room(s). Any guests (including family members of staff) should not access the interior office and work areas of our leased space;
- All guests will wash /sanitize hands upon arrival (provide hand sanitizer at reception for people exiting elevators/lifts and entering the offices) and will be instructed to follow other office protocols (such as wearing a face covering in common areas);
- All guests will check in at reception and provide contact information so they can be informed if a positive COVID-19 diagnosis occurs within the office;
- Prior to arriving at the office, the guest must provide their AY host with an email declaration that they are feeling well, that they have not been knowingly exposed to any person who they know to be ill or that has been diagnosed with COVID-19, and that they have not, within the past two weeks, travelled outside the country. Should the guest be unwilling to email the above declaration the AY host will not host the guest within the office. Hosts will be responsible for forwarding the email declaration to their respective Managing Director. Failure to follow the above protocol may be construed as a violation of Avison Young's COVID-19 policy.





Personal Protective Equipment (PPE)

PPE in Office

Initial PPE is being sourced centrally by each country and, subject to receipt and availability, will be distributed to each office. The protocols around use of PPE are:

- All staff are to bring their own face covering when in office. It is expected that staff will cover their faces (nose and mouth) when they are in the office outside of their personal workspaces (e.g. all common areas including break rooms, hallways, conference rooms and restrooms) to reduce the risk of spreading the virus. Wearing a face covering is optional when individuals are at their desk;
- Hand sanitizers to be placed in multiple locations adjacent to common touch points;
- Subject to availability, disposable wipes shall be placed on desks and at all high-touch areas for use by staff;
- Staff at reception to be provided with gloves, masks and sanitizer; and
- After the initial PPE order, all follow up orders of PPE will be ordered by the respective Operations Managers. Specs and information will be provided on Avisphere.

PPE for Site Visits

Subject to availability, PPE for site visits will be provided by the company and will include:

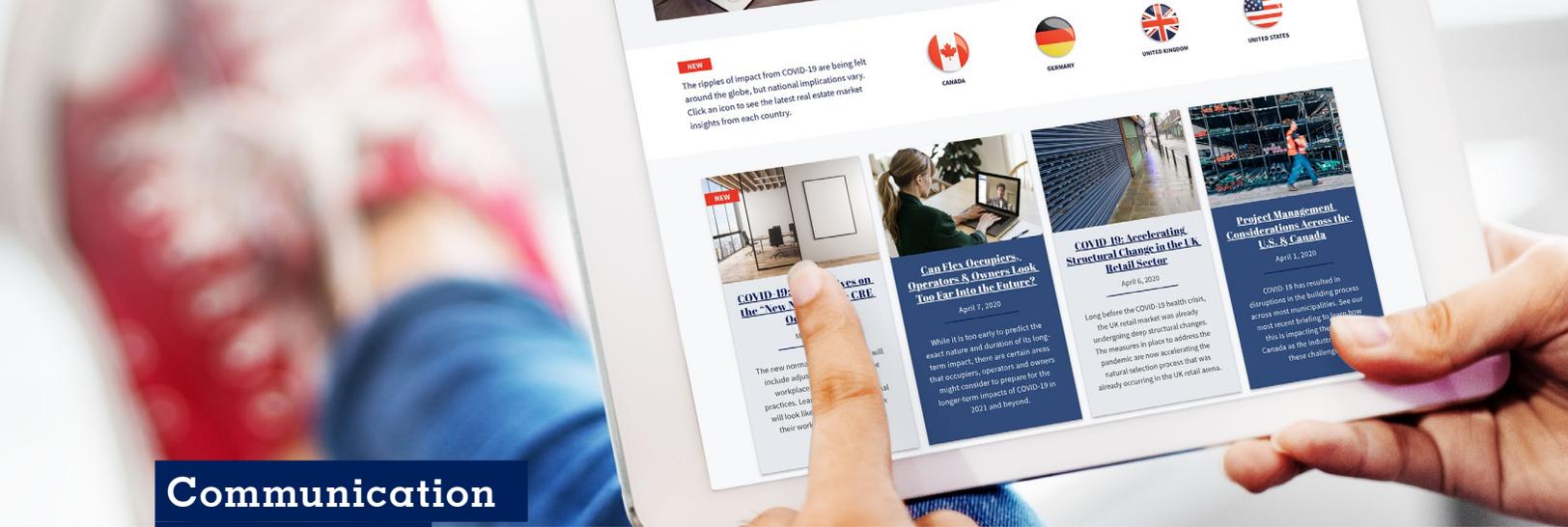
- Non-medical grade masks
- Gloves; and
- Sanitizer and wipes

Risk assessment

Staff will need to consider the risk of site visits/building tours, and if staff are uncomfortable with the protocols at the site or building, they should leave immediately.

Site visits

Before attending a site visit, professionals should review the Guidance for Site Visits (see **Appendix C**) to help prepare and assess risks. To help manage Avison Young's liability around site visits, we recommend brokers taking clients to visit sites obtain an on-site visit acknowledgement and release, (which can then be added to the client's file). Brokers are required to review the risk around site visits and ensure that it is safe for themselves and others.



Communication Framework

Communication will be driven from the global team and should be cascaded by Country COOs to their local Managing Directors. Any communication with the press should be referred to the Marketing and Communication team.

- We need to be deferential to people with concerns and should instruct managers that no one who is capable of performing their duties remotely is required to return to the office before December 31, 2020, and that all meetings should have a teleconferencing or video conferencing option.
- Each Managing Director must be prepared to take quick action when people are sick.

	Role	Channels	Timing / Frequency
 <p>Global</p>	<p>Setting strategic direction for RTO at AY</p> <p>Outlining umbrella policies and guidelines, provide templates and checklists</p> <p>Reinforcing people focus and AY values</p>	<p>Weekly Martin email – what decisions have been made, policies enacted and actions taken</p> <p>Ongoing RTO thread on Avisphere, FAQ, etc.</p> <p>MER videos</p> <p>MD calls</p>	<p>Most frequent as we head into the second week in May</p> <p>Standard at least weekly touchpoint</p>
 <p>Country</p>	<p>Setting strategic direction for RTO at AY</p> <p>Outlining umbrella policies and guidelines, provide templates and checklists</p> <p>Reinforcing people focus and AY values</p>	<p>Town Hall(s) to lay out country strategy, sample plans, new policies</p> <p>FAQ</p> <p>RTO guide for country, with page(s) to be updated at market level</p>	<p>Picks up second week in May, weekly thereafter</p>
 <p>Market</p>	<p>Providing specific, actionable plans and timing details, based on country</p> <p>Reassuring people we are here to support them</p>	<p>All-hands meetings</p> <p>RTO weekly newsletter</p> <p>In-office signage (directional, reminders, etc.)</p>	<p>Ramps up as RTO date approaches</p> <p>At least twice weekly communication</p>



People

Avison Young will take an informed and conservative view on the reintroduction of staff in the workplace where individuals have a circumstance that limits abilities to work (e.g., health considerations of self or housemate, or lack of childcare, etc.). No one who is capable of performing her/his duties remotely will be required to return to the office before December 31, 2020.

General protocols for working with your colleagues and when in office are:

- Leverage video conference calls where possible. Meet in person by exception and if meeting live, consider standing and minimizing touch points;
- Individuals will be informed of office (and, possibly shift) hours and will be expected to comply with any policies and after-hours guidance established at the local level;
- Individuals should be responsible for increasing the frequency of cleaning and disinfecting frequently touched surfaces and equipment in their workspace such as desks, keyboards, mouse, screens and chairs;
- Use of common appliances (coffee and water machines, microwaves and refrigerators) will be allowed, along with office cutlery and cups;
- Sanitizers and wipes will be placed next to these appliances and individuals should wipe them down after each use;
- Social distancing and mask wearing are still required, and common spaces remained closed to congregating;
- Individuals to wipe down with disinfectants all surfaces touched while in the kitchen area;
- No more than one person in a private office at any time.

Violation of COVID-19 Policies

The company takes a conservative approach and significant concern to the threat of COVID 19. Consistent with actions taken to date, Avison Young will review any violations of our COVID-19 policies and respond to such violations with disciplinary action up to and including termination of employment.

Policy Recommendations

Illness

- Individuals who are ill and unable to work (even remotely) should follow the typical protocol for advising supervisors/management of illness and the need to utilize paid time off pools for payment while incapacitated.
- Avison Young will establish a zero-tolerance policy with respect to individuals who are ill or who have symptoms of illness and are present in the office. Presence while displaying symptoms can cause extreme anxiety among other workers, and further, the risk to health and spread of disease outweigh the interest of the individual/company to having a physical presence in the office.
- If any individual who has returned to an office and is subsequently diagnosed with COVID 19 it will be the responsibility of the relevant Managing Director to:
 - Notify their Country COO
 - Close the office immediately for seven days and professionals should be instructed to work from home for the duration
 - Organize a deep clean of the office
 - Arrange to track individuals who have visited the office and notify them of the infection.
- Individuals who receive a positive COVID-19 diagnosis must remain at home for 14 days following that diagnosis, unless able to provide evidence of a negative COVID-19 test result received at least 7 days after the initial diagnosis to the office operations manager.



Avison Young will establish a zero-tolerance policy with respect to individuals who are ill or who have symptoms of illness and are present in the office.

Travel

Avison Young will follow the guidelines as published by local governmental agencies' restrictions on travel. Additionally, Avison Young will continue to restrict professionals from work-related travel by any airline unless approved by the Country COO in exceptional circumstances. If a professional has travelled by air for work or personal reasons, they will be expected to quarantine and work from home for two weeks or quarantine for 72 hours and provide a negative COVID-19 test result (not taken sooner than 72 hours from end of air travel), prior to returning to office.



Information Technology / Office Supplies

Equipment

Subject to registration with each office's Office/Operations Manager, professionals will be accommodated where possible to take certain equipment (laptop, monitor, keyboard, mouse etc.) to their homes so they may continue to work remotely up until December 31, 2020. On rare occasions, where it is absolutely necessary for the performance of duties, printers may be provided to certain professionals, with the consent of the appropriate Managing Director and country COO.

Printing

The use of paper and printing should be avoided whenever possible. Printed material could act as a vehicle for the virus to spread and digital material is preferred. Instructions related to print-to-PDF and the ability to sign documents electronically will be provided to professionals as needed.

Office Supplies

Office supplies for remote working will be procured centrally and Operation Managers should be contacted in the first instance with the request for supplies or equipment.

Return to Office: Office Cleaning Guidelines

As our offices have been largely unoccupied for the last several weeks, and with an eye toward our associates returning, we should take this time and ensure the AY offices are ready for occupancy. Prior to our teams returning, it would be prudent to have each office cleaned and disinfected to ensure that we are providing the safest work environment.

The following page is an excerpt from our normal cleaning specifications for office space, outlining the tasks that should be completed prior to our teams returning. Each offices' Operations Manager will have to coordinate this with the building's landlord and cleaning contractor. Taking these steps will ensure that our offices are a safe and clean working environment.

Step 1

Since our offices have been unoccupied and there will be a settling of dust and other contaminants, the first step is to get our offices up to daily cleaning standards.

- **Normal nightly cleaning** should be reinstated if the landlord has reduced service levels
- Tasks 1 through 13 should be completed at least seven days prior to re-opening
- Tasks 6 – 10 are standard landlord “spring cleaning” items and may have already been done while buildings have been at a reduced occupancy – please confirm with landlord
- This will remove all built up dust in the office, and will help those associates with seasonal allergies

Step 2

■ Deep Cleaning

- The entire office should be wiped down with an approved disinfecting solution - approved COVID-19 disinfectants are listed on the [Health Canada](#) website (for Canadian offices), the [Centers for Disease Control](#) website (for US offices), [Health & Safety Executive](#) website for United Kingdom, Bundesministerium für Arbeit und Soziales & Bundesanstalt für Arbeitsschutz for Germany and Ministry of Family, Labour and Social Policy, Central Institute for Labour Protection – National Research Institute for Poland – most building cleaners are currently using these products for high touch point areas throughout the building
- This should be completed at least three days prior to re-opening

Step 3

■ Aerosol-based disinfection

- At least 24 hours prior to re-opening, the office should be treated with an electrostatically applied disinfectant such as Clorox Total 360

Avison Young Office Reopening Cleaning Services

Task	Office Areas Pre-Opening Services
1	Empty waste baskets, remove normal waste, and damp wipe; DISINFECT
2	Dust tabletops and desks and in the case of glass tops, damp wipe; DISINFECT
3	Whisk upholstered fabric furniture
4	Vacuum upholstered fabric furniture
5	Dust horizontal surfaces of furniture and equipment within reach
6	High dusting of all horizontal surfaces beyond normal reach of cleaners
7	Dust vertical services of furniture and wall hangings
8	Cleaning furniture: <ul style="list-style-type: none"> ■ Dust leather / vinyl furniture ■ Damp wipe the same; DISINFECT
9	Cleaning entrance doors: <ul style="list-style-type: none"> ■ Remove finger marks from glass entrance doors and glass corridor panels ■ Wash the same ■ Clean all doorknobs and door handles with DISINFECTANT
10	Cleaning window coverings: <ul style="list-style-type: none"> ■ Feather dust building standard window coverings ■ Vacuum the same
11	Damp wipe windowsills and wall heating units; DISINFECT
12	Sweep non-carpeted floors with dust control treated mop
13	Cleaning non-carpeted areas:: <ul style="list-style-type: none"> ■ Spray, buff and / or treat non-carpeted areas (e.g. aisles, lounges, corridors and general trafficked areas) ■ Under desk and hard to reach areas
14	Carpet Cleaning: <ul style="list-style-type: none"> ■ Vacuum all areas ■ Steam clean entire office area
15	Spray entire premises with electrostatic spray disinfectant system (i.e.. Clorox Total 360)

Guidance for Risk Assessment for Site Visits

Item	Risk Assessment Questions Prior to Visiting a Site
1	Make sure you have a full understanding of the environment you are travelling to, how you can travel without the use of public transport if possible.
2	If the inspection is to be completed by more than one professional, ensure social distancing is achieved by all travelling to and once off the site. Please also consider social distancing regarding any Induction process and if you are to be escorted on site.
3	If there a requirement to collect keys for access to the site / building or other items from another site, ensure can this be done whilst maintaining social distancing or exposing anyone to risks to their health. Additionally, all the items should be disinfected prior to handling.
4	The availability (or otherwise) of safe parking at site, preventing the need to park in a location outside the professional's control exposing them to increased risks associated with social distancing.
5	Ensure you always have appropriate PPE and wear it. Dust horizontal surfaces of furniture and equipment within reach.
6	Is the site aware of your proposed visit and are they and other occupiers willing to receive you? Please check this before you leave.
7	Check that any person(s) responsible for the site you intend to visit are appropriately and fully in control of that site / building(s), including all persons within it, and thus can manage those persons to ensure that you are able to achieve social distancing.
8	Does the site have facilities for you to wash your hand regularly, and are there well maintained and regularly cleaned toilet and rest room facilities?

Standard Re-Opening Air Quality Requirements

Item	Air Quality Requirements Checklist
<input type="checkbox"/>	Improve central air filtration to MERV-13 or the highest compatible with the filter rack and AHU specifications. Seal edges of the filter to limit bypass.
<input type="checkbox"/>	Adjust building airflow to continually introduce fresh air to dilute recycled air and possible concentration of contaminants. Open minimum outdoor air dampers, as high as 100%, thus eliminating recirculation (in the mild weather season, this need not affect thermal comfort or humidity, but clearly becomes more difficult in extreme weather.
<input type="checkbox"/>	Disable demand-controlled ventilation (DCV)
<input type="checkbox"/>	Do not shut down building airflow overnight and on the weekends. Flush the building with fresh air
<input type="checkbox"/>	Servicing of equipment to be done with PPE (masks, gloves, goggles and disposable coveralls)
<input type="checkbox"/>	Reprogram BAS to allow for increased humidity levels as outside air will result in the need for a higher threshold (depending on climate)



Physical Distancing Awareness in specific areas such as:

- Lobbies/security desk
- Turnstiles
- Elevators (queue at elevator, number of people per car)
- Restrooms (i.e. utilization of every other sink, extension of urinal partitions)
- How will amenity areas be addressed? Will they be open?



Janitorial

- What is the plan to address high touch point areas (HTPA) for lobby/common areas, interior/exterior of elevator cabs, amenity areas, etc.? Please note each area and the HTPA plan as well as type of disinfectants/methods that will be used.
- How will the path of travel be addressed relative to the movement of the occupants of the building?
- Confirm that the janitorial staff will wear all necessary PPE what that includes
- Note any signage that will be added



Building Operations

- How are elevator operations being adjusted and what will be the occupancy to maximize physical distancing?
- Will building occupants be required to have their temperature taken prior to entering the building?
- Will the stairs be able to be utilized?
- What are the proposed operating hours for the building?



Security

- Will regular updates be provided to the building occupants? If so, how often?
- How are elevator operations being adjusted and what will be the occupancy to maximize physical distancing?
- Is a security service being added / increased as employees return to the workplace?
- How are communications building being occupants being handled? How often should we expect updates from building management?



Mechanical & Building Systems

- What changes are being made related to HVAC air filtration (i.e. are higher MERV rated filters being considered? If so, what rating)?
- What adjustments will be made to introduce additional fresh air?
- Will the operating hours for the mechanical equipment be adjusted to keep fresh air flowing through the building?
- Please confirm that building staff and outside vendors will be wearing the proper PPE – especially when they are in occupied areas.
- What other systems enhancements are being completed/considered?



Occupancy

- Are you planning to have a maximum occupancy for the entire building?

For more on the virus' potential CRE impacts, read the latest briefings on the Avison Young Resource Centre:
www.avisonyoung.com/covid-19-resource-centre



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avisonyoung.com

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