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Workplace Safety Plan

TI Corp COVID-19 Return-to-Office Safety Plan

June 1, 2020 / Version 1.0



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1. Introduction

This document is a guide for all people who consider a Transportation Investment Corporation's (TI Corp) worksite their primary place of work. This includes TI Corp's various locations (Vancouver, Kamloops, Kelowna & Golden). The intention of this plan is to inform people of the measures and protocols in place to reduce the risk of exposure to COVID-19 and protect employees' health and well-being as we consider a potential increase of employee's returning to the office to work.

The plan is based on all relevant information available from the Ministry of Health/Provincial Health Officer, BC Centre for Disease Control (BCCDC) and WorksSafe BC. The plan has also received contribution from the Joint Occupational Health and Safety Committee (JOHSC) and input from the BC Public Service Agency's safety expert.

At any time, concerns or questions about the contents of this document or any practice/observations in the office, please connect with your manager, TI Corp's Manager, Occupational Health and Safety or the Human Resources Director.

TI Corp is committed to an observation protocol. At regular intervals, the leadership team and the Manager, Occupational Health and Safety will observe the effectiveness of this plan, document anything that is notable and adjust the plan to address changes that need to be made. This includes anything that changes or emerges as advice from the Provincial Health Officer or regulatory bodies.

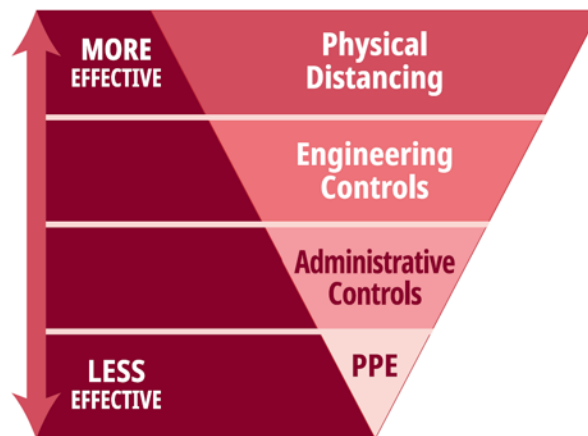
2. TI Corp Risk Mitigation Measures

TI Corp has reviewed each workspace for areas of risk and have implemented the following mitigation measures following the Ministry of Health's Hierarchy of Controls for COVID-19

Hierarchy of Controls For COVID-19

The hierarchy of controls is a framework for reducing transmission hazards. The most effective controls are at the top of the pyramid.

Source: Koehler, K, Rule A. Can a mask protect me? Putting homemade masks in the hierarchy of controls. [Internet] 2020 April 2. Johns Hopkins Education and Research Center for Occupational Safety and Health.



In addition, each office building landlord or property manager has developed a safety plan with respect to areas such as elevator use, washroom capacity, lobby waiting areas and how to enter/exit the building. (Appendix B)

3. Coming to the office

3.1.1 Self-Assessment

All people who consider a TI Corp office their primary worksite is required to **self-assess** their wellness prior to considering coming into the office to work. A self-assessment tool is available here: [BC COVID-19 Self-Assessment](#).

3.1.2 Do not come to the office under the following circumstances:

- If you have had COVID-19 symptoms in the last 10 days. Symptoms such as fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
- You have been directed by Public Health (811) to self-isolate.
- You have arrived from travel outside of Canada. You must self-isolate for 14 days and monitor for symptoms prior to returning to the office.
- You have had contact with a confirmed COVID-19 case. You must self-isolate for 14 days and monitor for symptoms prior to returning to the office.
- If you are sick and are unsure if the symptoms are COVID-19 related, you should not attend the office.



- Contact 811 if you require medical advice regarding your symptoms

3.1.3 When you come to the office:

Social distancing and personal hygiene are integral to reducing the risk of COVID-19 spreading. If you do return to the office to work, abide by the following:

- Upon entering the office, wash your hands and/or use the hand sanitizer.
- Use the cleaning products provided to clean your work surface and frequently touched equipment (keyboard, mouse, phones etc.)
- Targeting a capacity maximum of 50%. Each employee has a schedule of days they are permitted to be in the office if they choose. Exceptions to this must be discussed and approved by your manager.
- If you take transit, consider staggering your start and finish times to access off-peak times.
- Capacity limits that have been set for smaller spaces in the office such as boardrooms, kitchens, washrooms, copy rooms etc. Each space has been marked with a poster and, where applicable, approved furniture configuration.
- Use only your assigned workspace.
- Attempt to maintain a 2-meter physical distance from your co-workers as much as possible.
- Cough or sneeze into a tissue or your sleeve.
- Throw away tissues immediately.
- Avoid touching your face.
- Wash your hands frequently following BCCDC guidelines, which are posted in around the office.
- We encourage all staff to use your own dishes at work, wash them and keep them at your workspace. If you use communal dishes, always use the dishwasher to wash them – do not hand wash.
- Clean in, Clean out - use provided cleansers to clean high-touch common areas such as boardroom tables, polycom/video conference equipment, photocopiers, door handles, cupboard doors etc.
- Everyone is welcome to wear personal protective equipment, but it must be used and disposed of correctly and must not create a hazard to the workplace. For information, see [MyHR's COVID -19 FAQ's](#) (Question #26, Page 16)
- Plexiglass barriers have been placed between cubicles with low walls (less than 32" above desk surface) where employees face each other and in 'hotel' space on the 11th floor at 401 West Georgia.
- If you come to the office and become symptomatic, you must notify your manager and leave the office immediately while maintaining physical distancing.

3.1.4 Visitors to TI Corp offices:

It is recommended that visitors be prohibited from attending the office.

If there is operational requirement for a visitor to be in the office, you must notify the Manager, Occupational Health and Safety and the visitor must go through the WorkSafe BC entry check (Appendix A):



- They are not to be permitted entry if they present any symptoms.
 - Present symptoms of COVID-19.
 - Confirmation that they have not travelled outside of Canada within the previous 14 days.
 - Have close contact with a person who has tested positive for COVID-19.
- Upon entry to the office, they must wash their hands and/or use available hand sanitizer.
- They must attempt to maintain physical distancing of 2 meters as much as possible.

4. TI Corp Work Areas

Maximum room capacity limits have been set for each common space within the offices.

In all areas below that are within TI Corp workspace (exceptions: washrooms, elevators etc.), Lysol has been placed in spray bottles around the office and paper towels have been provided to ensure the ability to maintain clean work surfaces.

Each property manager provides regular cleaning and they have enhanced the services as documented in their attached plans.

Soap and hand sanitizer are also readily available in all office areas.

Where supplies are low, please notify the Manager, Executive Operations.

4.1 Boardrooms

We encourage the use of MS Teams or Skype for virtual meetings wherever possible. If you do need to meet in-person, here is the established protocol: (Appendix C)

Vancouver Office (1100 & 1750 – 401 W. Georgia Street)

- Each boardroom has a poster outside with approved capacity and configuration
 - Pine – 2 persons.
 - Arbutus – 3 persons, 2 if using the monitor.
 - Oak – 2 persons.
 - Cypress - 4 persons, 2 persons if using the monitor.
 - Dogwood – 6 persons, 8 if two are seated at the back away from the table.
 - Spruce – 4 persons

Kelowna (410 – 1632 Dickson Avenue)

- Each boardroom has a poster outside with approved capacity and configuration
 - Big Horn – 6 persons.
 - Dogtooth – 4 persons.



Kamloops (300 – 272 Victoria Street)

- TBD (newly acquired space)

4.2 Offices & Cubicles

As above, each office space should be assessed for the maximum number of occupants based on the ability to maintain a 2-metre social distance.

In most cases, an office with a door should have no more than 2-3 people.

Cubicles are assigned workspaces and to be used only by the assigned employee. Visitors cannot be accommodated in cubicle space. We must respect the space of people working in cubicles and avoid entering their spaces.

4.3 Kitchens

Each kitchen area has a poster indicating the maximum capacity to abide by.

Cleaning supplies are available for you to clean commonly touched surfaces such as cupboard doors, coffee pot handles, dishwasher handle, faucet, microwave, etc.

4.4 Washrooms

The property managers have posted maximum capacity signage at the washrooms.

4.5 Copy Rooms & Printers

Each copy room has a maximum capacity signage posted. If someone is in the room getting supplies or printing/copying, please create space for them to leave the room before you enter.

The copier is used by several people within the office, cleaning supplies have been provided so that you can clean the commonly touched surfaces before and/or after you use the machine.

4.6 High Risk Area Maps

TI Corp has assessed where there are potential high-risk areas in each office space, these are posted in each office for your information. (Appendix D)



5. Personal Health and Wellbeing

5.1 Morneau Shepell

Your health and wellbeing are important at this time as so many things in your day-to-day life have changed substantially.

TI Corp has access to an employee and family assistance service through Morneau Shepell, you can find detailed information about the services they provide and how to access them in Appendix E and here: <https://www2.gov.bc.ca/gov/content/careers-myhr/all-employees/safety-health-well-being/health/efas>

or

Call Morneau Shepell toll free 24 hours per day, seven days a week: **1 800 655-5004**

5.2 Vacation

TI Corp encourages and supports you to take your vacation where/when it is operationally feasible. Though it may seem counterintuitive to take vacation at this time, the ability to take a break from work and decompress is very important.

Have discussions with your manager about ways you may be able to use vacation time either traditionally (1 or 2 weeks off) or creatively (long weekends).

6. Injury, Illness at work, First Aid, Emergency Evacuation Procedures

Please review the safety board and your property manager's guide regarding evacuation procedures in the case of emergency.

Report all injuries to your manager.

If you become symptomatic while you're at work, report this to your manager and leave the office.

First Aid treatment can be obtained in the office by contacting your first aid attendant. See your safety board for dedicated First Aid and Occupational Health and Safety staff.

Serious injuries should result in a 911 call.

NOTE: The First Aid attendant may be working from home, the first aid kits are at each attendant's station



7. Investigations

Any observed COVID-19 related hazard should be reported to your manager, the Manager Occupational Health and Safety or the Human Resources Director.

The purpose of any safety investigation is to control the hazard and prevent future incidents and to improve the controls and not about placing blame on anyone on the team. In rare cases, the investigation may find that someone is not following safe work procedures, in which case the employee's manager will be included in the discussion to correct the behaviour. Most investigations will not require the JOHSC to investigate but this could occur.

TI Corp will investigate and report when:

- Required employees bring forward concerns that the controls are not adequate or effective.
- A manager brings forward information indicating a member of the team has become symptomatic in the workplace.
- A public health official contacts the workplace for contact tracing due to a COVID-19 positive team member.

8. Observation Protocol & Continuous Improvement

As the number of employees gradually increases, TI Corp will monitor the effectiveness of the physical distancing and other controls. The effectiveness of controls is measured by our ability to: a) meet the goal of limiting less-than-two-metre interactions to short (walk past) and infrequent occurrences, and, b) ensure risk of exposure to COVID-19 is minimized through workplace practices.

The following are examples of actions that could be taken to monitor the effectiveness of their measures:

- Completion of checklists of inspections and reports for the workplace.
- A regular review of required employees' feedback and providing the feedback to the JOHSC's monthly meeting.
- Keeping count of employees who self-report flu-like or respiratory conditions associated with an absence.

Workplaces may have to adjust operations at any time in the next 18 months if the province experiences an increase in COVID-19 community transmission. The PHO could impose restrictions causing further reduced capacity in offices or create an impact on other controls. Orders or guidance could be specific to certain regions or affect the entire province.

If transmission rates remain low, there may be opportunities to increase the workplace capacity based on the PHO's orders or guidance. If changes to workplace capacity are required or opportunities to



increase capacity occurs, updated advice and tools from BC PSA Workplace Health and Safety will be made available and our plan, protocols etc. will continue to evolve, this cycle will continue until the COVID-19 public health emergency in B.C. is over.

9. Resources

BC Centre for Disease Control

http://www.bccdc.ca/health-info/diseases-conditions/covid-19?utm_campaign=20200311_GCPE_AM_COVID_2_NOTIFICATION_BCGOV_BCGOV_EN_BC_NOTIFICATION

BC's Response to COVID-19

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

WorkSafe BC

<https://www.worksafebc.com/en>

BC COVID-19 Self-Assessment Tool

<https://bc.thrive.health/>



10. Addendum – TI Corp Staff in Ministry of Transportation and Infrastructure (MOTI) Victoria Office Space

TI Corp has a small team component who work both in the Vancouver TI Corp office as well as the MOTI workspace at 940 Blanshard Street, Victoria, BC.

All sections of this document apply to this component of the team with some additions and/or exceptions as follows:

Section 3.1.4 Visitors to TI Corp Offices

TI Corp staff should adhere to MOTI protocols, guidelines and rules pertaining to visitors in the workplace. It is recommended that the WorkSafe BC Visitor Checklist should also be utilized if visitors are permitted.

Section 4.1 TI Corp Work Areas

TI Corp staff are encouraged to follow the Provincial Health Officer and WorkSafe BC guidance as previously mentioned throughout this document.

Cleaning supplies have been provided and everyone is encouraged to clean common work surfaces before and after use (Clean in, Clean out).

TI Corp staff are to follow the protocol and guidelines provided by MOTI for all areas noted in Sections 4.1, 4.2, 4.3, 4.4 and 4.5.

Section 4.6 does not apply unless this has been provided by MOTI.

Section 6

Evacuation procedures provided by MOTI must be followed.

MOTI is required to have first aid attendants on site, please reference their protocols and familiarize yourself with the location of their first aid kits.

TI Corp staff working in MOTI's Victoria office are required to report illness, injury and/or symptoms to their manager and TI Corp's Human Resources Director.

Section 7

TI Corp staff working in MOTI's Victoria office should report observed hazards in the same manner as all other TI Corp staff – to the Manager, Occupational Health and Safety and the Human Resources Director.

TI Corp will follow the same investigation protocol as noted.



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Appendix A

WorkSafe BC Guide to Visitor Entry



Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have any of the following symptoms:
 - Fever
 - Chills
 - New or worsening cough
 - Shortness of breath
 - New muscle aches or headache
 - Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

All other visitors, please wash your hands or clean them with hand sanitizer before and after your visit. Please maintain physical distancing of 2 metres.

If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.



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Appendix B

Property Manager Safety Plans

Creating safer spaces

A toolkit for creating a safe workplace



401 West Georgia
May 12, 2020

OXFORD

Executive summary

Rebuilding, Reconnecting, 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 401 West Georgia: what we're doing, and what it means for you and your team,
- details on: building hours of operations; entering, exiting, 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 401 West Georgia 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@oxfordproperties.com or 604 837-3204.

Thank you, as always, for your partnership, and we look forward to seeing at 401 West Georgia soon.



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 401 West Georgia

The following is a summary of the practices we are committed to at 401 West Georgia 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 Dean De Sousa at DeDeSousa@oxfordproperties.com or 604-893-3244.

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 401 West Georgia 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 401 West Georgia:

- **Floor decals** are being used in lobbies and common areas 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, queuing protocol and wearing a mask or facial covering inside the elevator cab.
- A maximum of 3 people are currently being allowed in an elevator at one time.
- Everyone is being encouraged to wear masks or facial coverings in common areas at all times.
- Fitness facility use, yoga classes, running club, lobby programming, have been suspended.
- Signage will be used to identify new smoking area protocol.
- 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 401 West Georgia or reducing their occupancy to 50% to accommodate physical distancing, we can help protect the health and safety of our customers and colleagues.

At 401 West Georgia:

- Non-essential congregation points including the gym, boardroom, have been temporarily decommissioned.
-

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 401 West Georgia:

- 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 touchscreens, directory screens, and at-grade and below-grade common areas, table tops, seating, and garbage 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.
-

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 401 West Georgia:

- 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.
-

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 401 West Georgia:

- HVAC systems are being optimized to deliver higher than average rates of fresh air.

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 401 West Georgia:

- 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 and throughout the parkade for the safe disposal of masks or facial coverings and gloves.

Hand sanitizer

Elevator buttons, touchscreens and digital directories 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 401 West Georgia:

- 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.

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 401 West Georgia:

- 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 401 West Georgia

Entering, Exiting and hours of operation

The South plaza entrance will be the main and only point of access to the building for tenants. The doors will remain open. This entrance will operate from [7am] to [6pm], [Monday] to [Friday]. Card access on the weekends and statutory holidays.

Please note the following new movement protocol. Visuals below for your reference:

Entering

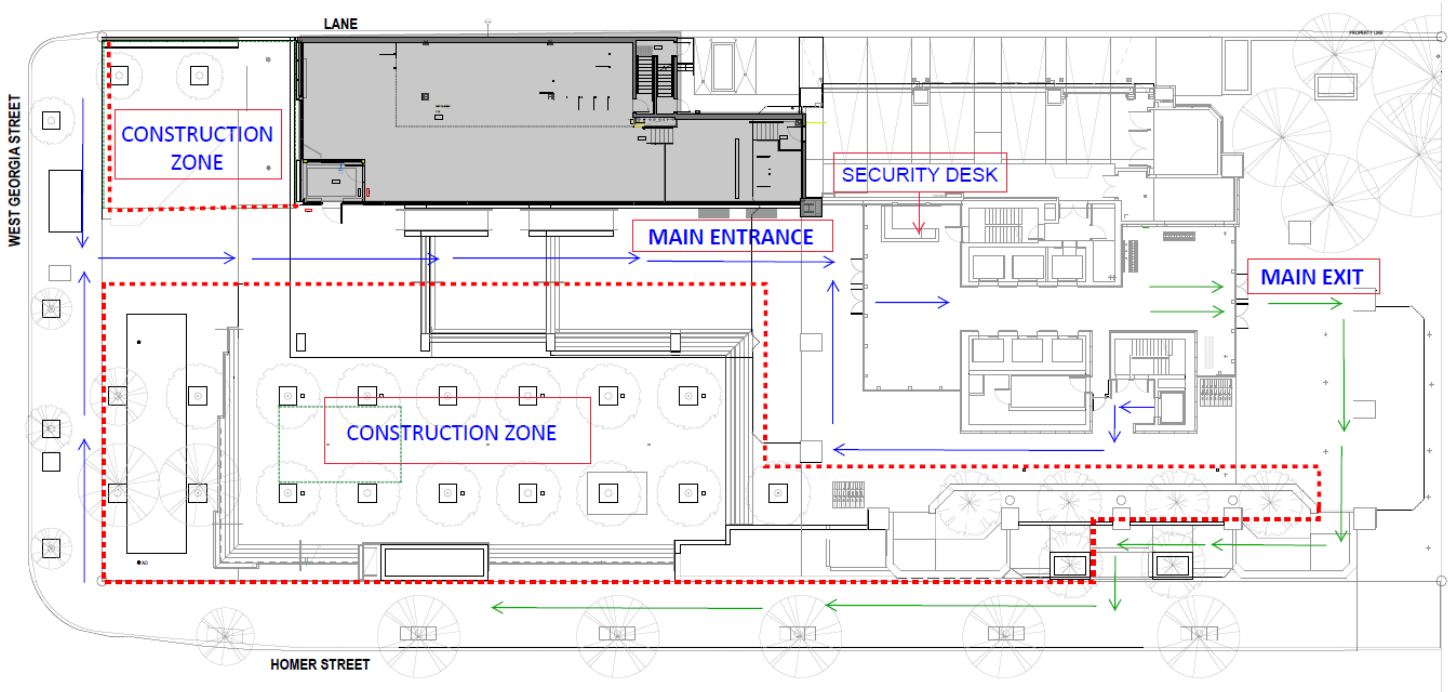
- The South plaza entrance will be the main and only point of access to the building for tenants.
- Please be aware there will be delays upon arrival, we ask for your patience and understanding while we all adjust to this new pace. Therefore, plan your schedule coming and going accordingly.
- Exterior parkade elevator will be used to access plaza level from parkade only. This elevator is not to be used to enter parkade via plaza.
- Please adhere to the signage posted in and around the building regarding lining up and distancing.
- We encourage the use of stairwells. Therefore, the Red Stairwell on the West side of the tower nearest to the loading bay and south plaza is designated as the main Entry stair case.

Exiting

- The North Lobby doors will be the main point of exit from the building.
- We encourage the use of stairwells. Therefore, the Blue Stairwell on the East side of the tower nearest to the north plaza is designated as the main Exit stair case.
- Elevator A is the designated exit route to reach the parkade from the office tower.

General

- We kindly ask that you or your staff minimize the amount of time you spend in the lobby.
- East portal door by the mail room will be closed for safety precautions.
- Everyone is recommended to wear a mask (facial covering) in all common areas.



Elevators & Staircases:

- Elevator A is the designated exit route to reach the parkade from the office tower.
 - Elevator A will not stop at the Lobby level from the parkade.
 - During the morning rush when most workers are entering the bldg. (7-9:30am) Elevator A will only service the loading bay. There is no occupant access into the office tower during this time from the loading bay.
 - Exterior parkade elevator will be used to access plaza level from parkade only. This elevator is not to be used to enter parkade via plaza.
 - All tenants exiting to parkade must take elevator A, as the exterior parkade elevator is designated for incoming tenant traffic only.
 - Stanchions, physical distancing, and directional markings have been implemented in and around parkade elevator vestibules and staircases. Please adhere to these implied directions.
 - A maximum of 3 tenants are permitted in one elevator cab at a time. Please adhere to the floor markings and signage.
 - If you are first when entering elevator cabs, please move to the furthest point in the cab to allow for others to enter safely.
 - When travelling on staircases, please keep to the right, do not pass and stay at least 6 stairs behind your fellow occupant.
 - The Blue parkade stairwell adjacent to the bike cage is to be used as an exit point only.
-

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 where possible. If this is not feasible please use the following protocol and advise in advance your respective courier, food delivery personnel:

- Couriers are to line up and access the building as tenants do, via the South plaza main doors.
- Deliveries from the loading bay between 7-9:30am will require couriers to enter the elevator and exit in the parkade. You are then to proceed to the parkade elevator and ride up to the south plaza for building access.
- After 9:30am couriers will be able to access the office tower via the loading bay or parkade where we now have a loading zone for couriers.
- If couriers are invited to tenant floors. It is recommended that couriers leave deliveries outside of offices doors to reduce interaction.
- We ask that you please advise your customers and clients that there will be delays when coming and going from the building.

Bathrooms

- For safety reasons, the first door to bathrooms must be propped open during business hours.
- Due to space restrictions, signage will be placed on the second door requiring tenants to knock first prior to entry.
- No more than two people in a bathroom at one time. This will allow for greater social distancing.
- We recommend that masks or face coverings are worn when using washrooms.
- Outside of each bathroom door, paper towel bin will be placed for your convenience.

Overall Safety & Cleanliness

- An additional Security guard will be onsite during the initial transition period to assist with traffic flow.
- An additional full-time day porter will be on site during the initial transition period, dedicated to disinfecting and cleaning key touch points, elevator railings, and other handrails throughout the property.
- We suggest that tenants wear a mask in common areas to help in reducing transmissions.
- The HVAC filter used in 401 West Georgia are Hospital grade filters from Pacific Filters, which include a combination of Merv8 – Merv13 models. In the end, the air leaving the building is cleaner than the air coming into the building.

Amenities

- Temporarily both the GYM and the 17th Floor Boardroom are closed. We look forward to welcoming you back to these areas soon.

Operating protocols

Operating protocols at 401 West Georgia

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 Dean DeSousa at DeDeSousa@oxfordproperties.com or 604-893-3244 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 401's muster station, which is at the corner of Richards and Georgia, next to the bull statue outside of the Bank of Montreal.

Preparing your space, people and practices

Preparing your space, people and practices at 401 West Georgia

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 401 West Georgia 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.
-

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.
-

When preparing your practices at 401 West Georgia 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. Restricting 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.

Memo

To: ALL TENANTS OF LANDMARK DISTRICT
From: LANDMARK DISTRICT MANAGEMENT
Date: May 12, 2020
Re: COVID-19 RETURN TO WORK - BC'S RESTART PLAN

BC'S restart plan is now in place and they have laid out a series of steps in restarting the economy. This will mean the Landmark District will slowly start to return to an active place of business. We would like to outline further plans to help protect the health and safety of everyone working in and visiting the District. These measures will be put in place to assist in facilitating the safe and efficient movement of people within the buildings.

Elevator Capacity:

Each elevator will have recommended maximum occupant limits posted.

Stairwells - Directional Traffic:

Signage will be posted on stairwell doors; stairwells will temporarily be 'one-way'. We strongly encourage the use of stairwells to relieve the congestion to the elevators. Please continue to maintain social distancing practices while in stairwells. **Note: All stairwells will be used for emergency evacuation regardless of directional signage.**

Staggered Workdays:

Due to the safe distancing protocols in place as the new normal, elevator and stairwell travel (line ups) will increase and it will take longer moving through the buildings when arriving and leaving. To minimize the inconvenience this will present, all tenants should consider implementing staggered start & finish times, to reduce elevator wait times. Again, any effort you can make to avoid peak times such as 8:00 am, lunch hour and between 4:00 pm to 5:00 pm would be appreciated.

Personal Protective Equipment (PPE): Recommended

In elevators - masks

In stairwells – masks and gloves

As Dr. Theresa Tam, Canada's chief public health officer, has explained, a non-medical cloth mask or face covering can help you keep your own droplets out of the air and off surfaces. Choosing to wear such a face covering is like coughing or sneezing into a tissue or your sleeve.

Signage: Will be in place in common areas as a reminder of the safeguards the Health Authorities have put in place regarding social distancing.

We thank you in advance for your consideration and compliance with these protocols and look forward to seeing you back in the Landmark District.

Please continue to keep us updated as your 'return to work' plans evolve so we can update our building signage. Please contact Louise Pelletier at lpelletier@lmpmgt.ca with your update or if you have any questions.

Be calm, be kind, be safe.

LANDMARK DISTRICT MANAGEMENT

Memo

To: ALL TENANTS OF LANDMARK DISTRICT
From: LANDMARK DISTRICT MANAGEMENT
Date: May 1, 2020
Re: COVID-19 RETURN TO WORK

Many of you are evaluating a return to work as the provincial government will be announcing their plans to reopen some of the economy in the coming weeks. We would like to inform you of the strategies and protocols we are and will be undertaking as we all prepare for the coming months. As well, we would like to answer some of the questions some of you have been asking.

Controlled Building Access: Open access to the buildings will remain at 7:00 am – 5:00 pm Monday to Friday. Please contact us directly if this needs to be adjusted for your office and floor.

Signage: Will be in place in common areas as a reminder of the safeguards the Health Authorities have put in place regarding social distancing. (Lobbies, elevators, and washrooms). Floor markings will not be placed in the Landmark buildings as we trust our tenants understand the importance of social distancing and know this requirement is in place, at this time indefinitely.

Building: HVAC filters are changed quarterly. Fresh air intakes work continuously, and fresh air is circulated throughout the building ongoing throughout the day.

Sanitization Stations: Currently located in all main floor lobbies, located near directories and elevators. These stations will be added to all floors above the main floor and located near the elevator call buttons. (currently on back order)

Elevators: Social distancing will still be in place indefinitely and signage will remain in the elevators indicating protocol of the 2 metre distancing.

Stairwells: Should be considered as alternative to the elevator; however, doors will remain closed as per fire code. Further to fire code requirements we are unable to designate directional stairwells.

Gym: Will remain closed until the Health Authorities reopen commercial fitness facilities and at that time, we will update our users on gym facility protocol.

Common Area Cleaning: Prior to the shutdown, enhanced cleaning practices were undertaken. Common areas, lobbies and washrooms, continue to be cleaned every evening. Additionally, we will sanitize and clean all frequently touched surfaces continuously throughout the day, including elevator call buttons, door handles etc. Exterior benches, tables and public sitting areas will be disinfected daily. This is not an exhaustive list of our full efforts.

Mail & Courier: Nothing has changed.

Parking: We encourage people to continue to use social distancing practices when parking and exiting their vehicle.

As we plan for increasing levels of employees in our buildings, we recognize that elevator capacity will become a bottleneck. To minimize the inconvenience this will present, we ask all businesses and employees to consider the following:

- Implement a staggered workday to avoid peak times such as 8:00 am, lunch hour and between 4:00 to 5:00pm.
- Consider use of stairs.
- Always maintain 2 meters from other tenants (we trust that our tenants know what 2 meters is and do not intend to put markers on lobby floors)

Please keep us updated as your 'return to work' plans evolve so we can update our building signage. Please contact Louise Pelletier at lpelletier@lmpgmt.ca with your update or if you have any questions.

We look forward to seeing you back in the Landmark District!

Be calm, be kind, be safe.

LANDMARK DISTRICT MANAGEMENT

Memo

To: ALL TENANTS OF LANDMARK DISTRICT
From: LANDMARK CENTRE MANAGEMENT
Date: March 13, 2020
Re: COVID-19

With the rising concern of COVID-19 and with the recent announcement by the World Health Organization, declaring COVID-19 as a pandemic we want to take the time to update you on the precautions we are taking and our commitment to you moving forward. Our priority is the safety and security of our employees, tenants and the public.

We have implemented additional measures to ensure your safety as well as the safety of our team. Our contracted cleaning companies are spending extra time on the daily evening cleaning of all common areas. Including but not limited to, bathrooms, all common door handles, windows, floors, washrooms, railings, elevator banks & call buttons.

Our day staff has added hourly visits to all complexes Monday – Friday during office hours to address the high traffic areas of frequently touched surfaces using hospital rated disinfectant.

Sanitizer stations have been added to all lobbies in the Landmark District.

As a reminder and recommendation, please ensure extra precautions are taken by your staff and your visitors to prevent the spread of COVID-19.

Should one of your employees be exposed to coronavirus, ensure that you contact the Local Health Authority in a timely manner and receive guidance based on the situation and take action as required.

To protect yourself and others, we ask that anyone who is feeling unwell refrain from attending or visiting the Landmark District so that together we can ensure a safe environment.

Again, we continue to monitor this situation closely and will provide ongoing updates as needed. We also encourage you to stay up to date through Canadas Public Health website. <https://www.who.int/>

Please contact your local health care authority for more information or if any of your staff are at risk.

While the Public Health Agency of Canada has assessed the current public health risk associated with coronavirus as low, we continue to monitor for developments very closely. We thank you for your support and want you to know that our properties are open for business.

To ensure the health and safety of the landmark district please inform us of measures and precautions your businesses have taken and report any confirmed cases of COVID-19.

email Louise Pelletier: lpelletier@lmpgmt.ca

LANDMARK CENTRE MANAGEMENT



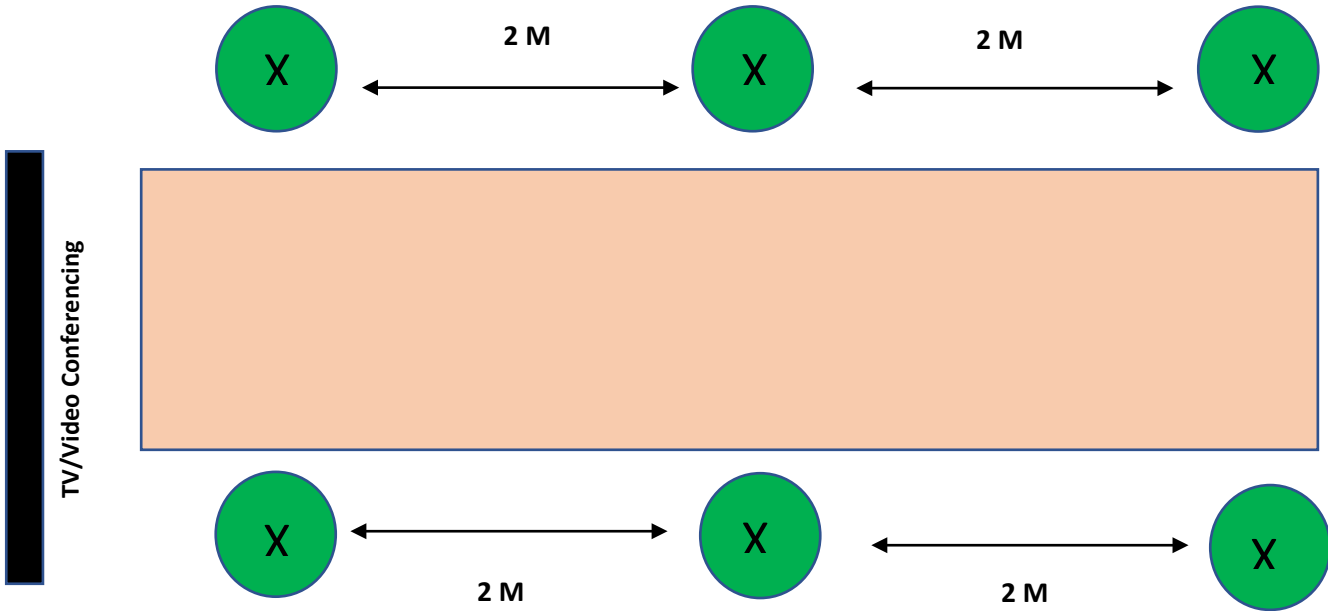
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Appendix C

Boardroom Configuration Maps

Big Horn Boardroom

- Capacity: Maximum of 6 people total at all times
- Please leave the chairs at the the marked X for safe social distancing

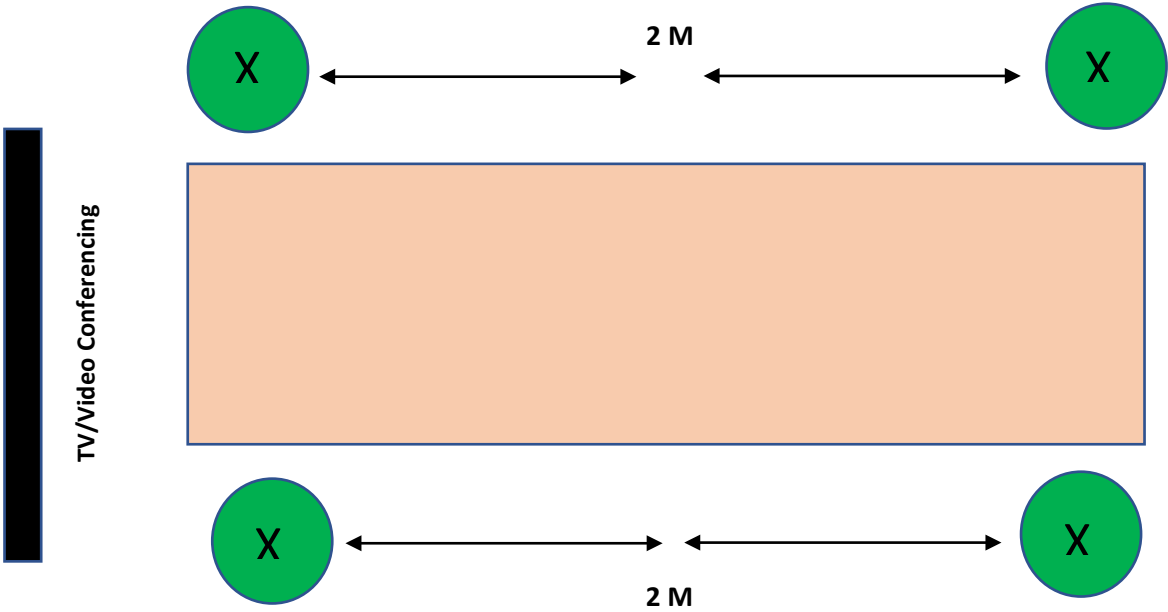


APPROVED CONFIGURATION



Dogtooth Boardroom

- Capacity: Maximum of 4 people total at all times
- Please leave the chairs at the marked X for safe social distancing

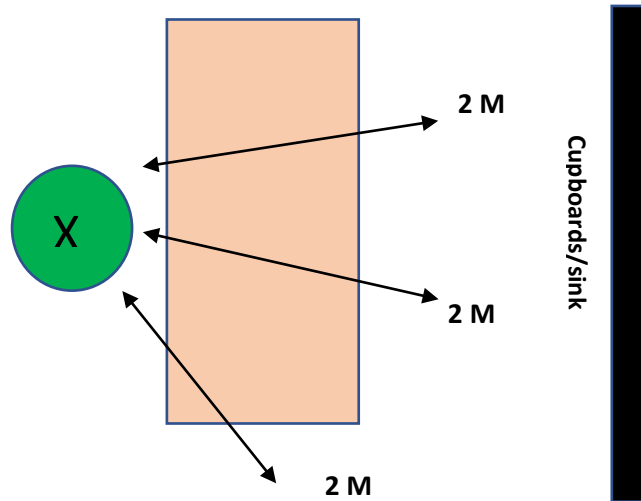


APPROVED CONFIGURATION



KHCP4 Lunchroom

- Capacity: Maximum of 1 person total at all times
- Please leave the chair at the marked X for safe social distancing

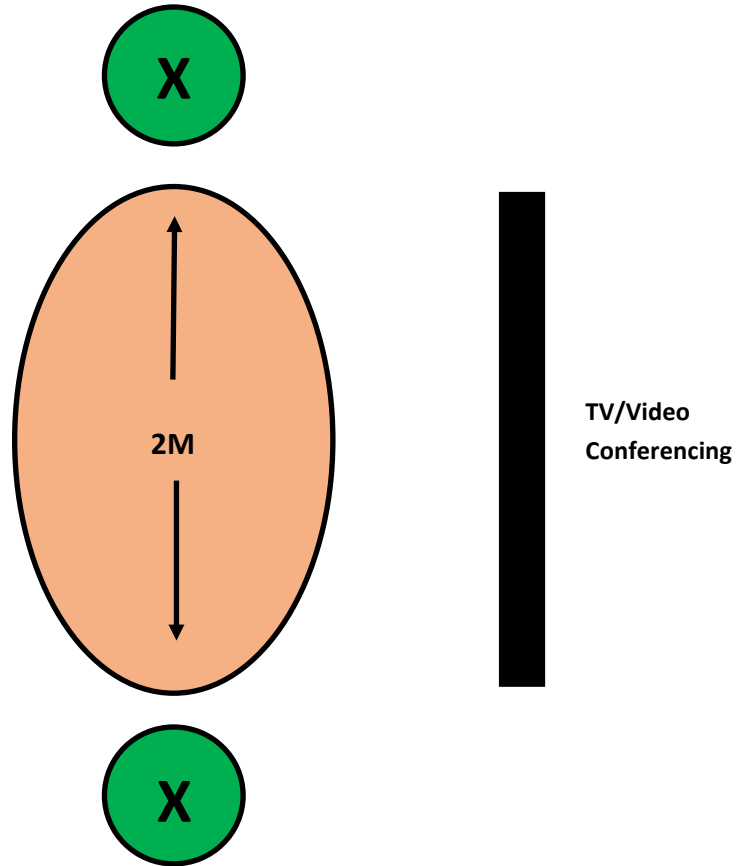


APPROVED CONFIGURATION



Pine Boardroom

- Capacity: Maximum 2 people total at all times.
- Please leave chairs marked on the X for safe social distancing.

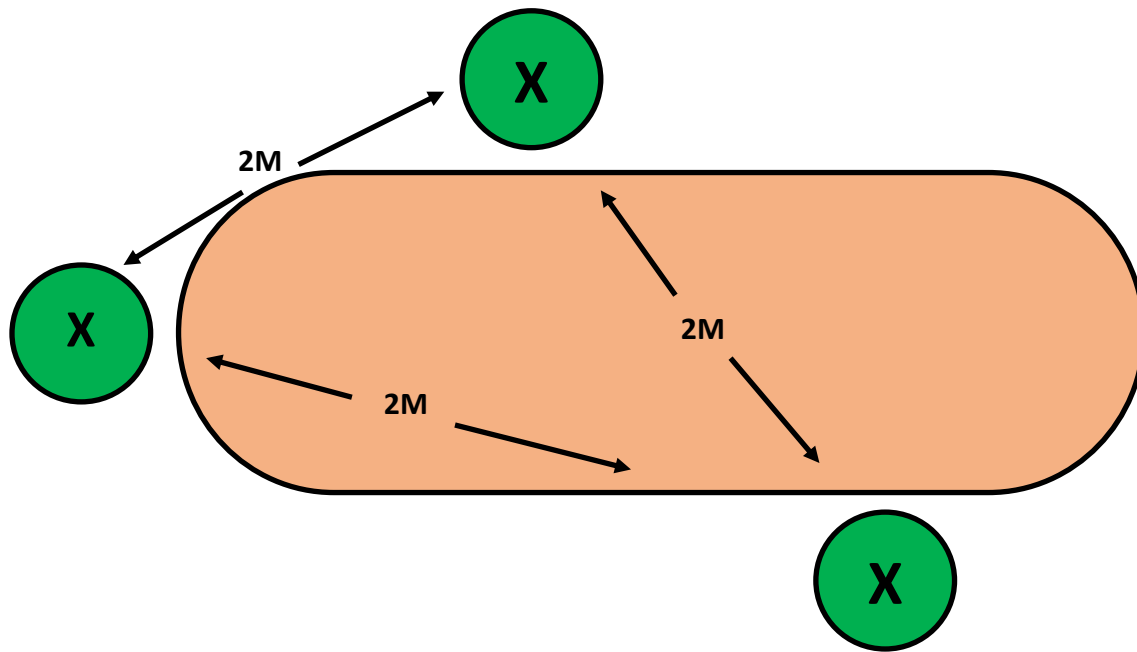


APPROVED CONFIGURATION



Arbutus Boardroom

- Capacity: Maximum 3 people total at all times.
- Please leave chairs marked on the X for safe social distancing.

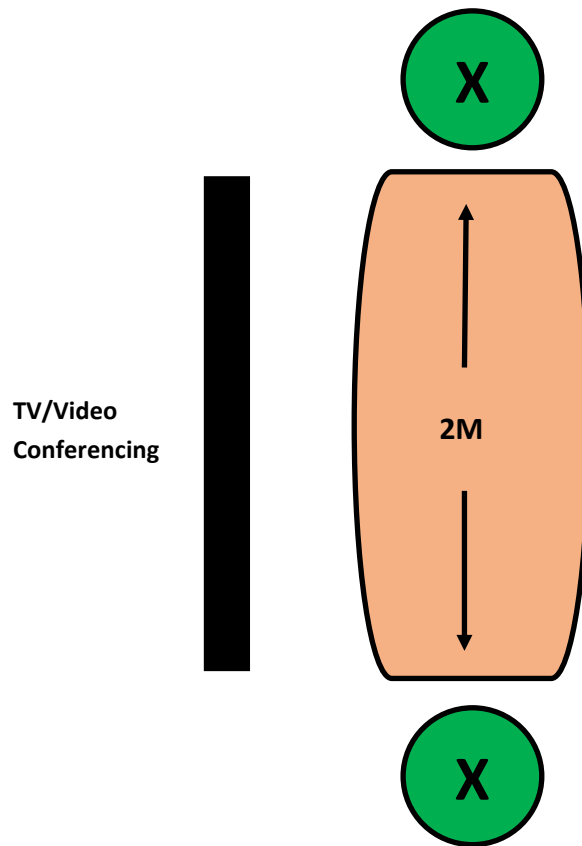


APPROVED CONFIGURATION

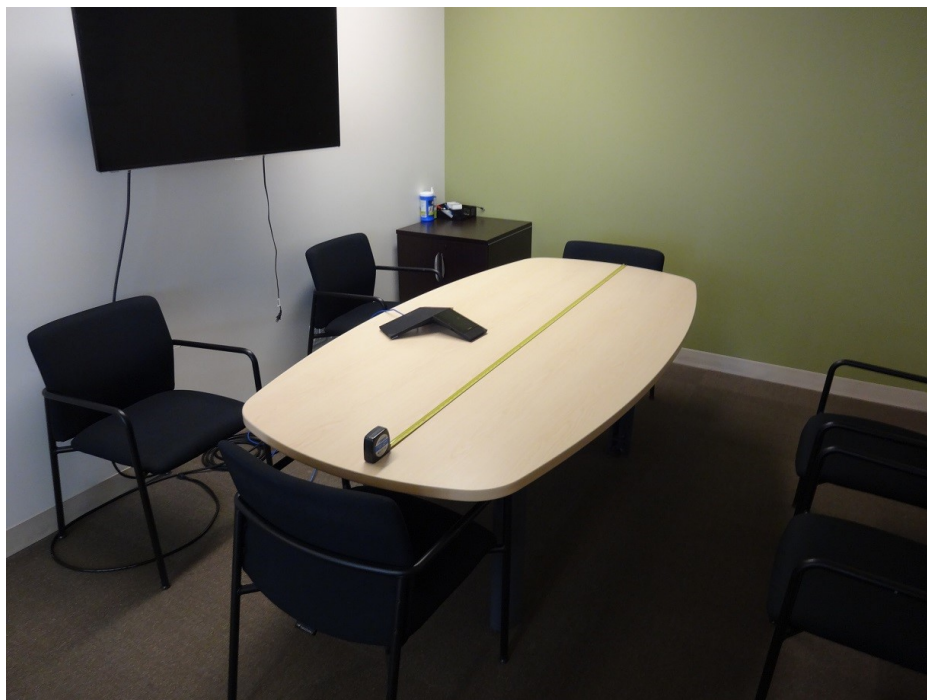


Oak Boardroom

- Capacity: Maximum 2 people total at all times.
- Please leave chairs marked on the X for safe social distancing.

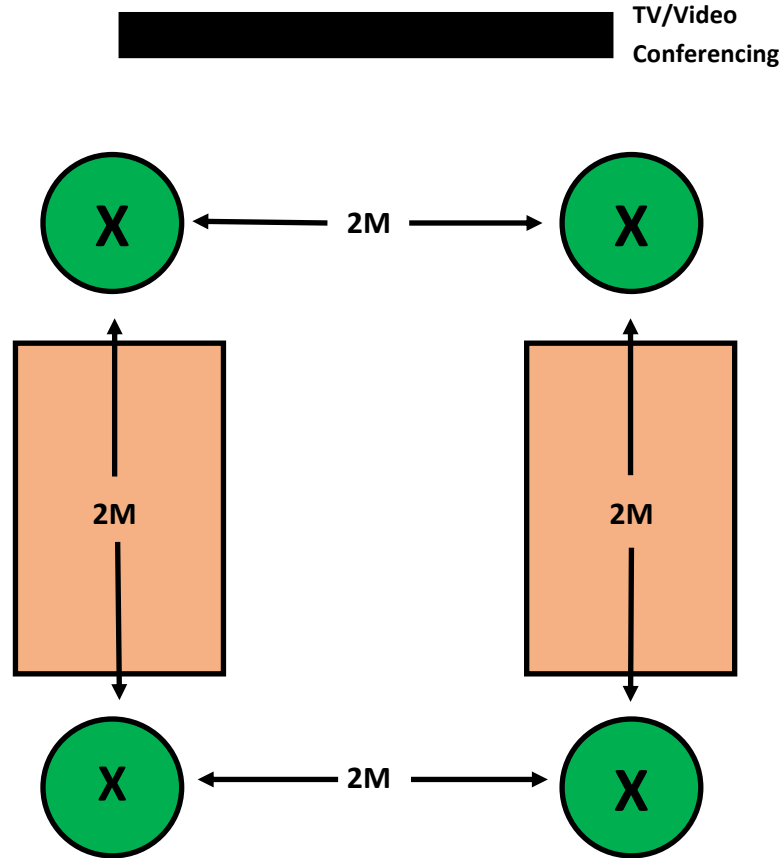


APPROVED CONFIGURATION



Cypress Boardroom

- Capacity: Maximum 4 people total at all times.
- Please leave chairs marked on the X for safe social distancing.

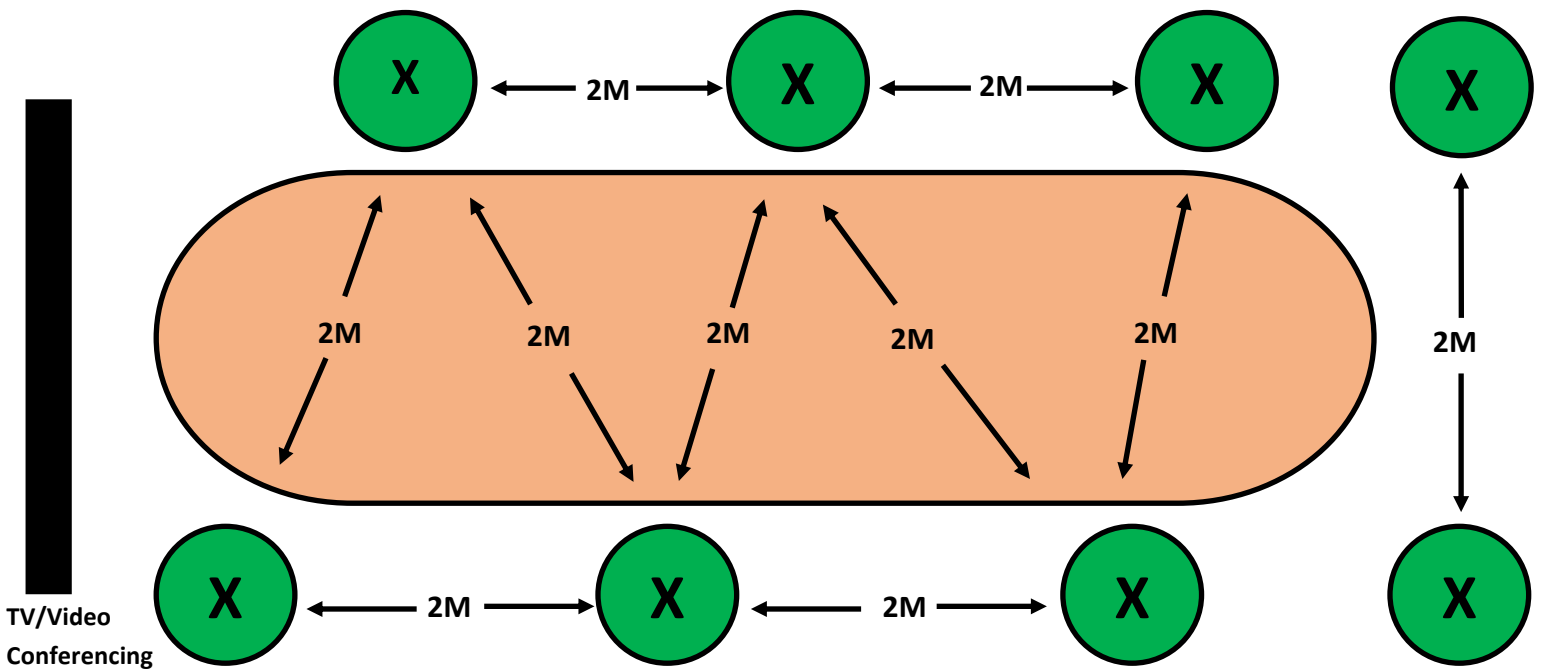


APPROVED CONFIGURATION



Dogwood Boardroom

- Capacity: Maximum 6-8 people total at all times.
- Please leave chairs marked on the X for safe social distancing.

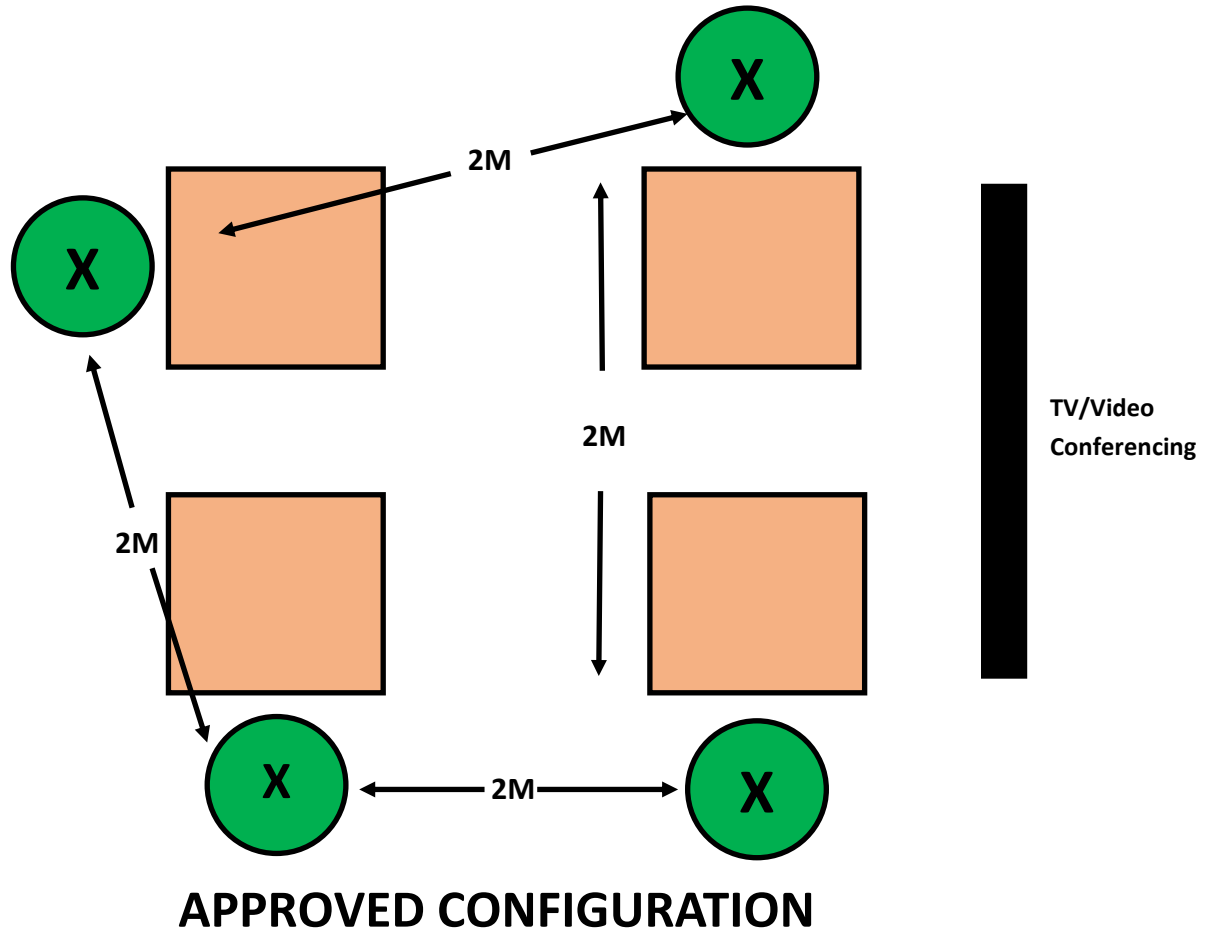


APPROVED CONFIGURATION



Spruce Boardroom

- Capacity: Maximum 4 people total at all times.
- Please leave chairs marked on the X for safe social distancing.





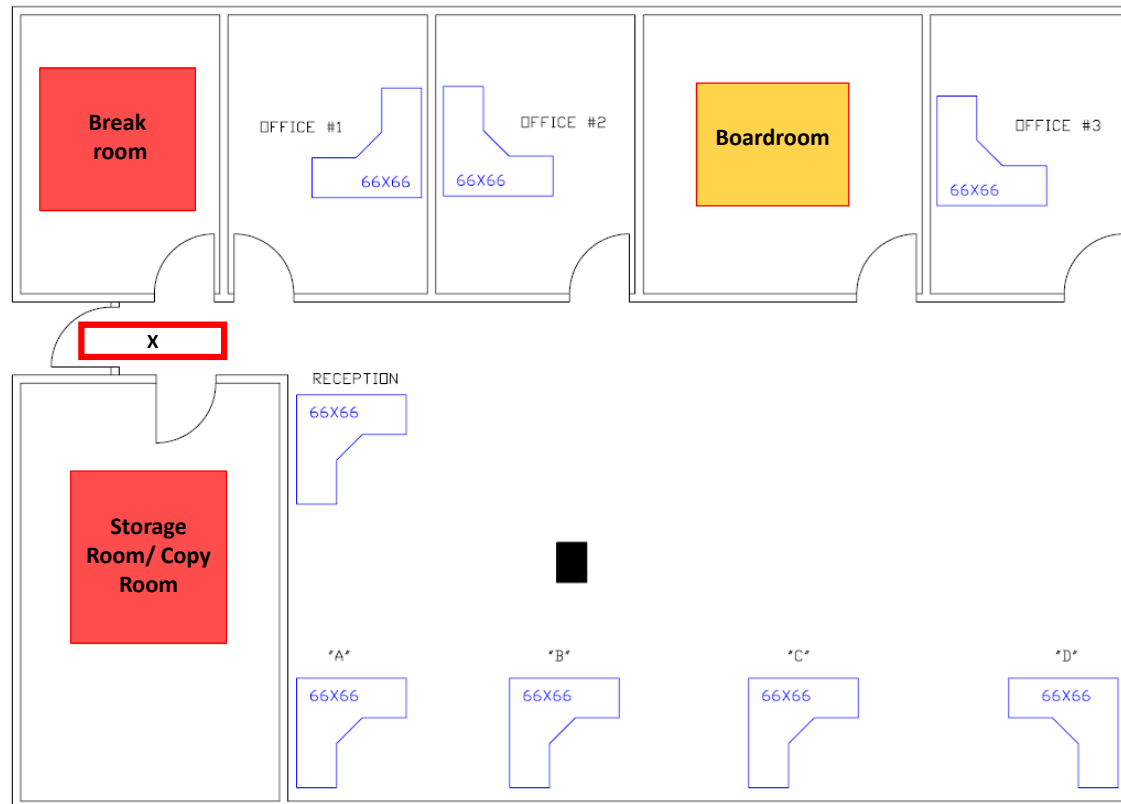
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Appendix D

Floor Plan At-Risk Maps

300 - 272 Victoria Street, Kamloops

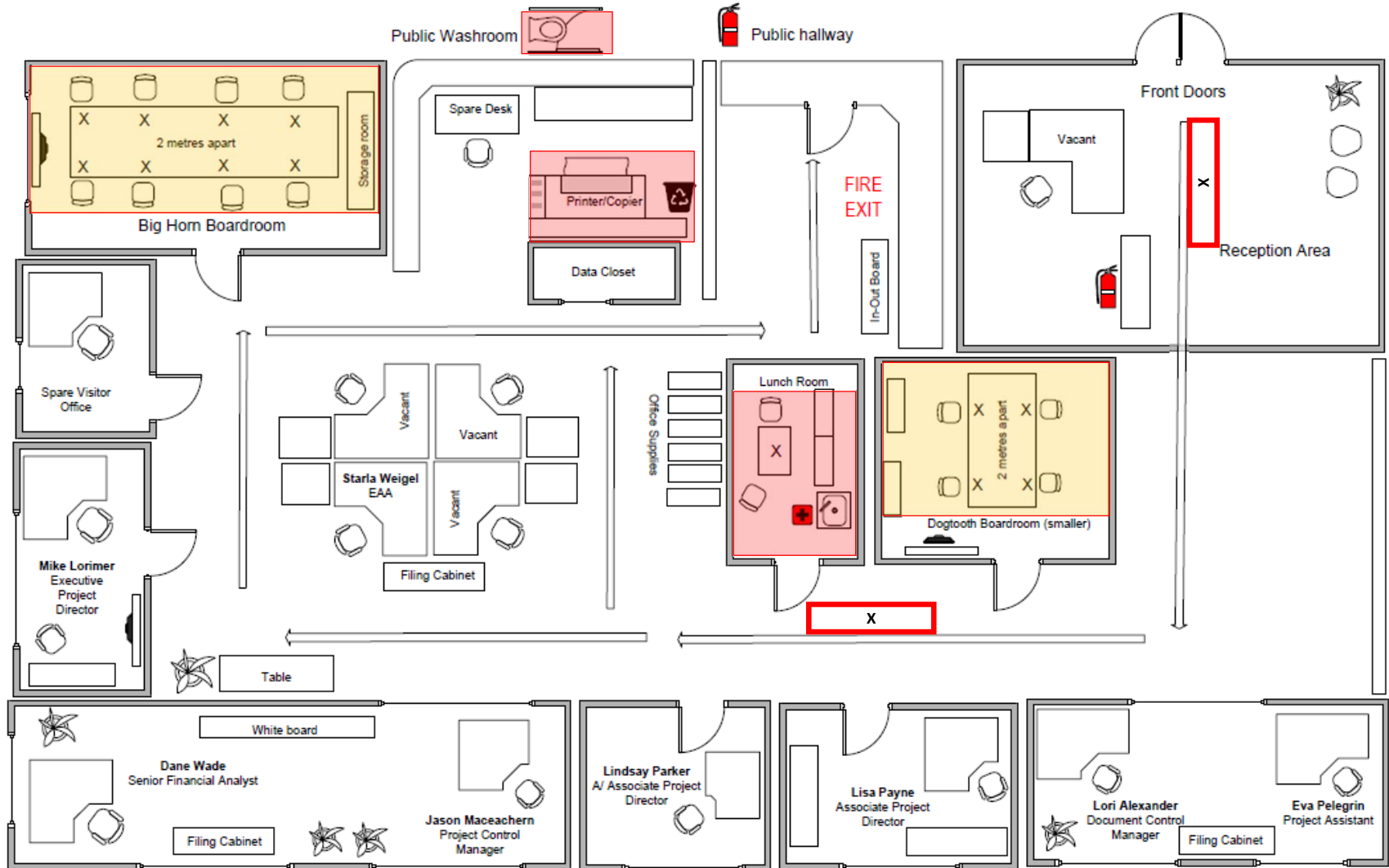
Legend



410 – 1632 Dickson Avenue, Landmark 3, Kelowna

Legend

- high risk area
- high traffic area
- medium risk area

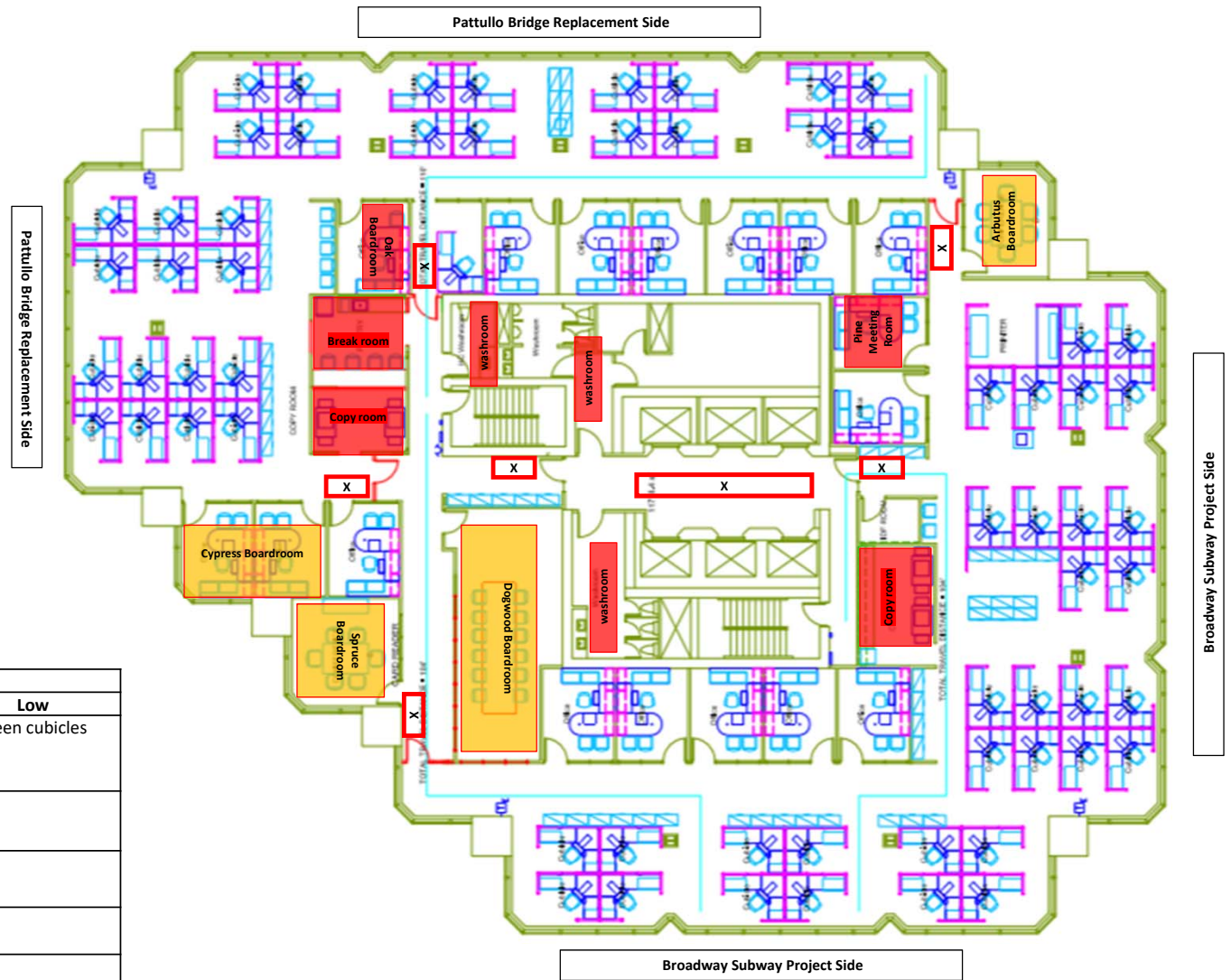


1100-401 West Georgia

Legend

- high risk area
- high traffic area
- medium risk area

High	Risk areas	
	Medium	Low
Break room - Coffee machine/ fridge/ water cooler/ shared supplies	Arbutus boardroom	Between cubicles
Copy room - Printer/supplies	Spruce Boardroom	
High traffic areas - main entrances and hallways	Dogwood Boardroom	
Washrooms	Cypress Boardroom	
Pine Meeting room – office size		
Oak Boardroom - office size		



1750 – 401 West Georgia

Legend

high risk area

high traffic area

medium risk area





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Appendix E

Healthy Workplace Services

Healthy Workplace Services

Health and well-being information and services for all BC Public Service employees can be found on [MyHR](#). Find out more by clicking on the hyperlinks below.

Short-term Counselling

Free, confidential, and solution-focused professional counselling services offered in several formats (telephone, video, and face-to-face). Short-term counselling addresses a range of concerns, including: anxiety, grief, relationships, family and parenting issues, and workplace challenges, such as stress management, managing conflict, and achieving work-life balance.

There are no pre-determined number of sessions and most cases run for two to five sessions. Employees can re-access services throughout the year as needed. All BC Public Service employees, including family members and auxiliary employees, can access this and other Employee and Family Assistance Services.

Employee and Family Assistance Services are offered through Morneau Shepell. Call toll free 24 hours per day, seven days a week: 1 800 655-5004

Register or Login at: www.workhealthlife.com

Lifestyle Management Services

Short-term advisory and referral services typically delivered on the phone by subject matter specialists. Depending on the nature of the request, online resource materials may be offered. Accessing the 1-800-655-5004 intake line is the best way to establish what resource(s) is most appropriate. Services include:

- [Nutrition Support](#)
- [Family Support Resources](#)
- [Naturopathic Advice Services](#)
- [Career Advice Services](#)
- [Health Coaching](#)
- [Work-Life Resiliency Coaching](#)
- [Financial Advice Services](#)
- [Retirement Planning](#)
- [Legal Advice and Referral Services](#)

Online Programs

Four self-directed, confidential online programs, focused on:

- [Stress Management](#)
- [Separation and Divorce](#)
- [Financial Planning](#)
- [Relationship Support](#)

Services for Managers and Supervisors

People Leader Advice Line: Free professional advice and coaching for managers and supervisors regarding difficult workplace situations, including preparing for (or debriefing after) a difficult conversation, managing team conflict/discord, or better understanding problematic behaviour that may indicate a mental health concern. Call **1-800-655-5004** (select **Option 2**) to access this confidential service.

Critical Incident Response services: Specialized professional response to a workplace crisis, traumatic event, or employee victimization. This includes accidents or injury, violence, robbery, natural disaster, terminal illness and death, or layoff/termination. This service typically supports a workplace team onsite within 2-3 days of the incident. The charge to the requestor is \$175/hr (min charge \$525). Call **1-800-655-5004** (select **Option 3**).

Other Health-focused Programs & Services

Healthy Minds workshops: Free workshops available on a variety of mental health and work/life challenge-related topics such as: stress management, resilience, coping with change, mindfulness and more. Browse the catalogue and register through the Learning Centre under the “Health & Well-Being” category.

NOTE: worksite workshops can also be arranged at a cost. Learn more from Stephanie.Rothwell@gov.bc.ca.

@Work Health-focused Groups: Subscribe to [Health-bent](#) and [Health Where You Work](#) to receive information, announcements, events, and resources related to workplace health and well-being.

Mindfulness Meditation resources: 12 downloadable audio meditations, one mindful movement video, and an introductory video on the principles of mindfulness meditation, available at [Health Where You Work](#).

LifeSpeak Video Library: 500+ short informative video segments, delivered by experts, on a range of topics, including: physical and mental health, family, relationships, finances, and professional development.

Substance Use Disorder Treatment Funding: Employee funding for residential treatment centres to help address substance use disorders and addiction.

Managing Employee Health Issues at Work: This consultation program helps managers and supervisors who are concerned about an employee health condition that is/may be impacting work.

E-learning series: Early Intervention and Return-to-Work: Nine modules designed for managers and supervisors and all employees with an interest in disability and return to work responsibilities and process. Provides relevant information to help managers deal effectively with health-related absence and issues.

Early Intervention and Return-to-Work Program: Provides managers and supervisors with expert, collaborative assistance in managing an employee’s health-related absence. Where nursing case management is involved, other services such as Cognitive Behavioural Therapy and Recovery Management may be offered.

Other BC Public Service/Agency Resources

Learning Centre: Access the Learning Centre for health and safety-focused courses including: *Allies for a Safe and Healthy Workplace*, *Leading a Safe and Healthy Workplace*, and *Early Intervention and Return-to-Work: Supporting Employees in the Workplace*. As well, there are many courses available that focus on supervisor/manager knowledge and skill-building, such as *Supervisory Essentials* (2 days).

Coaching Services: Available by phone, video, or in-person, these services are open to employees or teams interested in enhancing effectiveness, leadership capacity, and business results. Four areas of coaching focus include: leadership, team performance, workplace conflict, and coaching for groups with shared goals.

Conflict Management Services: A range of in-house and contracted services to assist with managing conflict.

Respectful Workplace Resources: A comprehensive resource site to promote a respectful workplace (such as “[Meeting in a Box](#)”). Provides guidance on responding to workplace topics, including bullying and supporting transgender employees.

Diversity and Inclusion Action Plan: Outlines 15 commitments to build an inclusive workplace culture.

Work Environment Survey (WES): A biennial survey that measures workforce engagement. Also measures most of the [psychosocial factors in the workplace tied to a psychological safety and health](#).