

A photograph of a modern office environment. In the foreground, a woman with long dark hair, wearing a blue surgical face mask and a dark blazer over a brown top, is seated at a wooden desk, focused on her silver laptop. In the background, another woman is visible, also wearing a white face mask. The office has white walls, a black pendant light hangs from the ceiling, and there are various office supplies and plants visible on desks and shelves.

Mississauga Executive Centre



1 – 4 Robert Speck Parkway

Re-Entry to the Workplace

Revised: September 2021

Colliers International

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Occupancy Strategy

Tenants were asked to provide to Colliers their employee re-entry plans, including scheduled date of return, number of employees expected to return in the first week, month and two months as well as anticipated daily arrival times at the building. This information is critical for our team to properly assess service requirements. If you haven't already done so, please forward as soon as possible.

Tenant Recommendations:

Be flexible, take exposure reducing measures and continue to encourage work from home where possible. Use staggered schedules where possible as this will assist with controlling congestion of lobbies, elevators and stairwells.

Review your space to ensure the current setup supports social distancing. Relocate furniture as needed, place signage indicating maximum occupancy in communal areas and consider removing and storing any furniture that is unnecessary.

Security Desk / Main and Lower Lobbies

All Security Personnel have been instructed to wear PPE equipment including face mask and shields at the Main Security Desk located in the Main Lobby.

Full signage program has been implemented in each of the Main Lobby and Lower Lobbies. Hand-sanitizing stations are in place on all floors. Building personnel will direct traffic (if required). All seating has been temporarily removed.

Main entry doors have been equipped with "wave-sensor" technology for hands-free entry.

Face Masks and Face Coverings (*Mandatory*)

Face mask and/or face coverings are mandatory in all enclosed public spaces as part of a temporary bylaw that was put into effect. This bylaw was passed as per the advice from the Medical Officer of Health to help stop the spread of COVID-19. Therefore, masks and/or face coverings will need to be worn in all indoor spaces openly accessible to the public.

Tenants will be required to adopt a policy to ensure these face masks and/or face coverings are worn in any indoor public spaces they are responsible for.

Please refer to <http://www7.mississauga.ca/Departments/Marketing/documents/by-laws/Mandatory-Face-Covering-By-law-July8.pdf> for full details on this bylaw.

Physical and Social Distancing

Tenants, visitors, guests, vendors and Colliers employees will be required to physically distance in accordance with Provincial Health Authority recommendations.

Although many tenants are staging employees' return to work and staggering hours of operations, lineups may be inevitable. It is important that we all follow the signage and rules. In addition:

- Prohibit gatherings of more than 10 people
- Maintain distances of at least 6 feet (2 metres)
- Host meetings virtually whenever possible
- Limit people on site to essential personnel when possible

In line with Public Health direction, we have implemented the following physical distancing measures, ***unless in the event of a fire alarm where standard exiting procedures are in full effect:***

Elevators

- It is recommended that no more than three (3) persons ride the elevator at one time; stand where the stickers are placed in the elevator cab & abide by a first in last out rule when travelling to the same floor.
- Signage has been placed in all elevator lobbies reminding occupants of the need to physical distance.
- Hand-sanitizer has been installed in each of the elevator lobbies throughout the building

Elevator Passengers tips:

- Do maintain social distancing and wear mask or face covering when using elevators
- Don't ride a crowded elevator, wait for the next one
- Don't be impolite but ask others to wait if they try to get on a crowded elevator
- Don't lean against the walls or touch the handrails
- Do cover fingers with cloth or gloves
- **Don't use objects that could damage the elevator buttons**
- Do wash your hands immediately after each trip (hand-sanitizer located just outside the elevators on each floor)

Stairwells

- Physical distancing signage is in place.
- Stay a minimum of three (3) stairs apart and no passing at any time.
- If you are able and in good health, we encourage the use of stairwells to by-pass waiting for an elevator and also for your improved health.

Common Hallways/Passageways

- maximize ability to physically distance by keeping right and not passing others.

Parking

- There will be no changes to the parking areas at this time.
- Hand sanitizers have been installed in all lower level elevator lobbies.
- REEF Parking continues to have an office at 4 Robert Speck Parkway and a representative is present.

Washrooms

- Washrooms will be frequently disinfected throughout the day.
- Signage has been installed.
- Washroom doors have been equipped with “wave-sensor” technology for hands-free entry
- We recommend that a maximum of 3 people use the washrooms at any given time leaving a vacant stall in between.

Tenant Recommendation:

Consider signage for within your premises with special attention to areas of high traffic flow and communal zones such as kitchens, meeting rooms, copy or file rooms etc. The Printing House at MEC 3 has a variety of COVID-19 signage available. For orders, please contact:

Ryan Penning at Email: branch049@tph.ca or Phone: 905-270-0450

Disinfection and Cleaning Measures

We continue, until further notice, with the enhanced cleaning of common area high touch points and paths of travel implemented in February 2020, which includes entrances, main and lower lobbies, elevators, stairwells and washrooms.

Cleaning protocols for suspected and confirmed cases have been predetermined with our janitorial service provider. Alternative backup service providers have also been pre-qualified should the need arise. Adequate supplies of cleaning and janitorial supplies are being maintained onsite with additional orders placed as required.

In addition, hand sanitizer stations have been placed in main floor lobbies and all common area lobbies on all floors throughout each of the buildings and adequate stock of cleaning and janitorial supplies are being maintained onsite.

As you re-occupy your premises, we ask for your cooperation in placing the Hallmark Housekeeping supplied “Desk Clean” tags at the end of the day at each workstation which had been occupied that



day. This will enable our cleaning contractor to ensure the areas is thoroughly cleaned before the next day.

Tenant Recommendations:

Discourage workers from using communal equipment when possible and clean and disinfect after each use.

Provide disposable wipes so that commonly used surfaces can be cleaned before and or after each use.

Give special attention to high touch and communal areas such as kitchens, file areas and copiers. Limit paths of travel to essential movement only, use phone, email and virtual technology for office interactions.

Encourage a clean desk policy with employees and implement the desk card program.

Contact Hallmark Housekeeping Supervisor, Lourdes Castanheira at Hallmark Housekeeping lcastanheira@hallmarkhousekeeping.com to arrange for a quotation on any extra cleaning services required.

Vendor Deliveries, Visitor Guests

Deliveries are required to be arranged for non-peak periods only. Peak periods are: 8-9 am, 11:30-1:30 pm, and 4:00 – 5:00 pm. This will help reduce congestion in the lobbies and elevators.

We have shared a copy of this plan as well as requested copies of our vendors policies and procedures and will be reviewing to ensure they reasonably align.

The use of non-medical face masks in public has been demonstrated to assist in reducing viral spread from asymptomatic individuals. Public-facing service providers should wear masks as part of newly established social protocol.

Tenant Recommendations:

When practical meet your delivery driver/courier (while practicing physical distancing) to help control building traffic.

Relay policies to your vendors, couriers, visitors and guests and request that they not enter the property if ill or if they have been in contact with someone who has been ill.

Encourage your service providers to wear face masks and gloves at all times when in your premises.

Limit visitors and vendors arriving on site.

Log visitors and vendors using touchless technology where possible. This can assist with health authority contact tracing measures should an incident occur.

Building Systems

Emphasis has been given to improve the air quality through demand ventilation which is based on CO₂ levels within the space. MEC currently utilizes MERV-14-A filters throughout the complex. These filters exceed the recommended filter requirements for COVID-19.

Our maintenance team are performing regular inspections to ensure our building systems are up to date and working efficiently.

In continuing with our Indoor Air Quality program, and to enhance the monitoring of the air quality and thermal comfort in the Tenant's premises, we have coordinated the installation of Indoor Air Quality Sensors with our vendor, Peak Power Inc. These sensors are designed to monitor the following:

- **Indoor Air Quality**
 - CO₂ levels
 - TVOC - Volatile Organic Compounds such as chemical gases from furniture, building materials etc.
 - PM 2.5 - Particulate Matter which includes tiny inhalable particles in the air.)
- **Thermal Comfort**
 - Temperature
 - Humidity

In order for these sensors to monitor air quality effectively, they are strategically installed throughout the buildings.

Personal Protective Equipment (PPE)

- Any Colliers employee that may come into direct contact with tenants or members of the public will be provided with PPE including a face mask, face shield, hand sanitizer and gloves
- The face shield and gloves are always to be used with the mask when interacting with the public
- Hand sanitizer has been provided to give an extra level of sanitation when warm soapy water is not readily available
- All employees will receive training on how to properly wear, store, and clean their PPE

Tenant Recommendation:

Tenants should create their own internal guidelines around what PPE their employees are required to wear, in line with current provincial requirements

Employee Training/Symptomatic Employee Procedures

Colliers has provided safety training and guidance to our employees and all Colliers employees who are returning to the workplace must complete a daily self-health check questionnaire available through a workplace app prior to arriving on site. The responses to the screening questions will determine whether the staff member can safely enter the premises. If the responses deem that the individual is not eligible to enter the premises, they cannot return for 14 days and a negative COVID-19 test result is provided.

As an added level of precaution, all on-site Property Management, Janitorial and Security staff members are being screened through the use of Rapid Tests 2-3 times a week. These tests are self-administered test kits approved by Health Canada. They are conducted by the staff member at home prior to arriving on-site and can potentially identify positive cases earlier (within 15 minutes) to help reduce the spread of the virus and prevent outbreaks in the workplace.

Tenant Recommendation:

Provide safety training and guidance to employees with consideration for the following:

1. Orientation and training on any applicable PPE to be used and how to properly put on, take off and care for.
2. Basic infection prevention (respiratory etiquette, hand washing)
3. Sick policy and procedures including staying home when ill protocols
4. Self-isolation procedures
5. Suspected and confirmed case procedures (example: isolation strategies for an ill employee)
6. Mental Health considerations and employee assistance
7. Elevator and common area travel protocols and etiquette expectations

Emergency Preparedness, Evacuation and Response

We are actively working with the Mississauga Fire Department to determine any modifications required to our Emergency Preparedness and Evacuation Plans. We will communicate any changes applicable, in the interim please continue to follow the current Emergency Preparedness and Evacuation Plans.

Business Continuity

The COVID-19 pandemic continues to rapidly change and its critical for businesses to be prepared to adapt as needed. We are reviewing business continuity plans regularly and updating based on new information.

Tenant Recommendation:

Create a business continuity plan if you do not have one and review and modify it regularly.

Policies and Procedures

Colliers is committed to the safety and well-being of all our building occupants. As such, detailed policies and procedures have been developed and implemented. The policies are regularly reviewed to meet all corporate standard and code requires at the site. Further details on each of the policies below are available upon request.

- Indoor Air Quality Policy
- Humidity Control Policy
- Indoor Air Quality Testing and Monitoring Protocol
- Legionella Control Procedure
- Legionella Control Mold Policy
- Enhanced Cleaning Guidelines
- Enhanced Green Purchasing Policy
- Surface Hygiene Station Plan
- Personal Protective Equipment Guidelines
- Hand Hygiene Guidelines
- Pandemic Response
- Emergency Preparedness
- Viral Response Guidelines – Return to Work



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