



# COVID-19 RETURN TO WORK PLAN

Tenant Communication & Guidelines  
Greystone Business Park



# Welcome Back!



Morguard is actively monitoring the ongoing developments with regards to the coronavirus (COVID-19) and is now preparing for the phased re-entry of office buildings over the next coming months.

This document provides guidance for preparing for a safe return of office tenants, building personnel, visitors, deliveries, vendors, contractors and other operational and safety procedures and protocols that will be implemented and updated as necessary.

Communication between the landlord and our tenants, vendors, contractors and staff will be key to our success in making this a smooth transition. We will continue to update you as we obtain new information.

We will continue to provide frequent and timely communications with our tenants to help reduce the further spread of the infection and to provide a safe building environment. Convey any new policies or procedures and proper protocol for reporting a positive COVID-19 case.

# Agenda

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# Preparing Our Buildings - What are we doing?

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## Workplace Safety:

Building staff will be provided with and trained to use the necessary PPE required to be used within our properties.

## Mechanical Systems (HVAC, Plumbing, Water & Elevators):

Prior to reentry, we have completed a thorough building inspection for any damages or issues caused by increased vacancy. The physical condition and operation of equipment and services supporting the building systems were assessed during our inspections of Mechanical Systems, Plumbing/Water Systems & Fire Life & Safety Systems in our HVAC System.

## Cleaning, Disinfecting & Supplies:

Review of site inventory of cleaning chemicals, materials and consumables to ensure inventory levels are aligned with forecasted building occupancy. Ensure cleaning equipment is in good working conditions.

Increased frequency of cleaning and disinfecting in high density and high touch point areas, such as building and elevator lobbies, elevator interiors, buttons and surfaces, restroom fixtures, door knobs, switch plates, shared conference spaces, building and suite entrances, carpets, handrails, counters and other frequently touched surfaces.

Cleaners will complete a refresher training on cleaning protocols and proper use of disinfectants and suspend the use of cloth wipes or other reusable cleaning materials.

## Preparing the Workplace –What are we doing?



**Signage:** Wayfinding signage and floor markings directing foot traffic to ensure safe social distancing in building common areas and washrooms will be installed.

**Common Area Lobbies:** Increased presence of hand sanitizing stations provided in common areas. Morguard will reduce seating and/or re-arrange furniture to promote and support social distancing. The use of masks/face coverings is highly recommended by the Alberta guidelines and to be used in areas where it is impossible to social distance or outside of your safe zone.

**Washrooms:** Increased presence of hand sanitizing stations provided in common areas washrooms. Signage displayed to encourage washing of hands frequently and signage displayed to practice social distancing while using washrooms.

**Security and Building Access:** The use of masks/face coverings is highly recommended by the Alberta guidelines and to be used in areas where it is impossible to social distance or outside of your safe zone. Floor markings will be available displaying social distancing in lobbies, *where applicable*.

## Preparing the Workplace –What are we doing?

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**Health & Safety for Building Personnel, Tenants & Visitors:** We ask that occupants and visitors practice social distancing by following the guidelines provided. Morguard will provide ambassadors to monitor and assist with the practice of social distancing in common areas.

**Vendors and Contractors:** Will be required to wear face masks/coverings while in tenant areas and common spaces where social distancing is a challenge. Contractors are being asked to share their Health & Safety Plans and new protocols with us. We are proactively working with our vendors to have a plan in place before the return to work. We have procedures in place for sign in/out to ensure proper use of PPE and managing a no-touch key drop-off.

**Building Rules & Regulations:** Over the course of time, we will be working on having these updated to include specific COVID-19 requirements, including questionnaires, use of appropriate PPE, etc.

**Contracts, Service & Lease Agreements:** Our legal department is working on updating our agreements to include new COVID-19 requirements and protocols for staffing or services including union requirements and restrictions where applicable.

# Preparing the Workforce—What are we doing?

## GARBAGE

NON-RECYCLABLE

PLEASE DO NOT RECYCLE MASKS, GLOVES, FACE SHIELDS OR GOGGLES.



MASKS



GLOVES



FACE SHIELDS +  
GOGGLES



PAPER TOWELS



TISSUES

PLEASE DO NOT PLACE PAPER TOWELS OR TISSUES  
IN THE RECYCLING OR ORGANICS BINS.

**Personal Protective Equipment (PPE) Disposal:** Morguard has reached out to our waste haulers and all have concluded that the PPE can be disposed into the waste/garbage bins. Please DO NOT contaminate with our recycling program.

All used PPE is classified as “solid, non-hazardous waste” by the Ministry of the Environment, and does not require a separate collection or special disposal. These items are non-recyclable and should be placed in the waste bin only.

Signage is available upon request.

In general, the littering of discarded PPE items has become increasingly problematic.

We are very proud of our team of essential workers who are on the frontlines keeping our cities and communities clean during this difficult time.



# Elevator Control

**Inside:** Our elevators do not accommodate the 6ft spacing between occupants. Therefore, we are limiting riders to 2 ppl/elevator. Floor markings will be available.

**Access:** Prior to entering an elevator, you are asked to use the hand sanitizing stations located outside the elevators.

**Cleaning:** Disinfecting of buttons and elevator walls during peak hours of use. Standard disinfecting is done throughout the day.

**Signage:** Signage will be added to the elevator lobby. Floor decals will be placed where we recommend standing.

**Social Distancing:** Avoid crowded places. Maintain a distance of 2 meters between yourself and others, where it applies and is achievable. Avoid common greetings, such as handshakes, and face-to-face discussions and limit elevator occupancy.





## Occupant/Tenant Responsibility - What can you do?

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- Morguard requires tenants to share their re-entry plans so that our building staff may help make the process as smooth and safe as possible.
- We are asking tenants to follow the local guidelines and recommendations regarding social distancing. Tenants have a responsibility and obligation within their workspace for decisions about social distancing, use of PPEs, work hours, illness monitoring and other health and safety procedures in the workplace. Employers are responsible for their employees. It is up to each individual to take responsibility to ensure their own safety while using public washrooms common area spaces.
- The use of masks/face coverings is encouraged by the Alberta guidelines and it is highly recommended to be used in areas where it is impossible to social distance or outside of your safe zone.
- Where Fitness Centres are applicable, increase space between or restrict use of equipment to maintain distance between guests. Review existing waivers and revise as needed. Limit operating hours.
- Any additional cleaning required within your office space is at tenants' expense. In the event there is a confirmed case in our building, Morguard can arrange to have the affected areas disinfected at tenants expense. *Reminder that our cleaners do not touch IT equipment such as printers, computers, copiers and keyboards.*
- Tenants are asked to limit number of guests/visitors as building adjusts to reopening of offices. If possible, stagger work hours and/or work days by allowing 50% of employees to work from home during the transition. Minimize interaction with delivery personnel. Leave packages at suite office doors for pickup and drop off.
- Tenants are encouraged to reach out to their Morguard contacts with any questions, input or specific needs. Your feedback is essential as we strive towards a seamless re-opening. What Challenges do you face? What are your employee concerns?

# Emergency Preparedness, Evacuation & Response

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- As Morguard continues to monitor the government and local changes or mandates we are working with our consultants to update our emergency plans to incorporate the appropriate pandemic response. In the meantime, we continue to utilize our existing emergency preparedness plan to communicate with our tenants and document how the building responds to pandemic emergencies. We can appreciate that tenant expectations are likely to change and increase and we will adjust our plan where necessary.
- Morguard strongly recommends you review your emergency evacuation plan during this time of re-entry to work to determine who is available as fire warden during a possible evacuation.
- Social distancing may not be practical when moving people rapidly to safety and new protocols for after-drill cleaning will be implemented. *For example, the disinfecting of stairwell railings and stairwell doors knobs, etc.*
- **In the event of an emergency evacuation, you are to follow the standard evacuation procedures**

## Create a Social Distancing Plan



Keeping into consideration building codes, safety codes, applicable laws and security requirements, space planning solutions can be used to reduce transmission of contagious diseases among colleagues at work through social distancing. Solutions may differ depending on how many people are expected to return to work versus continuing to work from home.

As we plan for work after COVID-19, we think about the new normal and how we will adjust. Social distancing - keeping a healthy distance from others - is now part of our daily language and behavior. And while the recommended distance may vary by country, the idea remains the same.

In addition to the items we have already indicated in “Preparing for the Workplace”, we continue to think of new ways for the new days ahead in implement social distancing.

Consider following the 6 Feet Office guidelines.

Learn more at [sixfeetoffice.com](https://sixfeetoffice.com)

# Occupational Health and Safety Act (OHSA)

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- You have obligations to protect workers from hazards in the workplace as set out in the *Occupational Health and Safety Act* (OHSA) and its regulations and the directives coming from the Chief Medical Officer of Health.
- Alberta is currently in the midst of a global pandemic. While the COVID-19 situation is changing rapidly, the legislation and regulations used to govern Alberta's workplaces are not.
- Under Alberta law, employers have the duty to keep workers and work sites safe and free of hazards. Workers have the right to refuse unsafe work. If health and safety concerns are not resolved internally, a worker can seek enforcement by filing a complaint with the ministry's Health and Safety Contact Centre at 1-866-415-8690. Failure of the employer or constructor to comply with the OHSA and its regulations could result in a stop-work order upon inspection by the Ministry of Labour, Training and Skills Development.

## Best Practices

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All employers need to consider how best to decrease the spread of COVID-19 and lower the impact in their workplace. This may include activities in one or more of the following areas:

- reduce transmission among employees,
- maintain healthy business operations, and
- maintain a healthy work environment

A new type of virus, known as COVID-19, is causing an outbreak of respiratory (lung) disease. The severity of this illness can vary from person to person. There are steps you can take to prevent the spread of infection.

One of the simplest and most effective ways to avoid spreading or contracting illness is by regularly washing your hands—but if you're not scrubbing for at least 20 seconds, you're not taking proper precautions. Make sure that you're washing your hands *the right way* by checking out the [CDC's guide to handwashing](#), and hang these [printable fact sheets](#) around your properties and in your offices to help others learn proper handwashing technique.

# New Days. New Ways.

At Morguard, we understand times have changed and we are ready. We have new procedures, standards and practices that will provide you with the comfort you need to be safe. Guided by the safety measures provided by the government, we continue to be committed to the health and safety of tenants, guests, and employees on our properties.

As we welcome you back, it will be new days and new ways that will guide us through these uncertain times into a brighter and more prosperous future - Together.

Together we will embrace new days. Together we will find new ways.

**THANK YOU FOR DOING YOUR PART**