

**Brookfield**  
Properties

# We've Got Your Back as — We Go Back To Business

**GUIDELINES FOR TENANTS  
AND OCCUPANTS**

**AUGUST 2021**



## A return to the workplace

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Over the past year, the Brookfield Properties team has been working tirelessly to ensure our buildings remained open and operating in compliance with public health and government guidance during the COVID-19 pandemic.

We appreciate the level of effort involved in ushering teams back to work, establishing new routines, and in many cases new ways to work. Our team is looking forward to welcoming you back, helping facilitate a seamless re-entry for you, and ensuring your employees feel every precaution possible has been taken to continue to minimize the spread of COVID-19.

Should you have any questions or concerns please do not hesitate to contact your Building Management Team.





## What we're doing to increase your comfort and safety

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### HVAC

- New air filters with improved filtration
- Increased outside air ventilation where possible including overnight
- Increased air filtration efficiency
- Reduced HVAC system downtime
- Increased humidity levels where necessary
- Continued disinfecting of water storage tanks and maintenance including flushing and cleaning the systems

### CLEANING & SANITATION

- Increased cleaning cycles
- Hyper focus on high touch points

### CHANGES AROUND THE BUILDING

- Established queuing and programmed occupant limits for elevators\*
- Deployed physical distancing markers and communications\*
- Alcohol-based hand sanitizers are placed throughout public areas

*\*As we move out of the pandemic various restrictions, pathways and communications will be removed from the building. Until then we will work with you and your teams to ensure a smooth transition back to the office.*



## What you can do to prepare for your return:

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- Please reach out to your Tenant Services Representative as soon as you have finalized your return to work plan. This will allow us to have a better understanding of the overall general occupancy of the property, and define the service level requirements.
- To reduce elevator lobby queuing and wait times, please consider staggering employee schedules.
- In order for cleaners to disinfect, ensure work areas are free from clutter. In the event that additional cleaning schedules or services are required, please contact your tenant services representative.
- Kindly remind employees who are returning with office furniture to utilize the service elevators to transport items. Contact your Tenant Services Representatives to arrange service elevator access and use.
- We recommend flushing your water systems, kitchenettes, private washrooms, prior to everyone's return.
- Encourage employees to review return to work guidelines via axiis, our Tenant Engagement app.

# Communication updates

Brookfield Properties will provide tenants and occupants with regular COVID-19 communication updates. This will include implementation or lifting of government restrictions affecting the way we run buildings, or that affect building amenities. Communication will be provided to our main tenant contacts and occupants via a range of channels including:



Signage in all common areas



Emails to your key tenant representatives



Digital elevator communications



Regular building management meetings (these may be held virtually)



Via [axiis](#), our Tenant Engagement App

## HELPFUL RESOURCES

The Public Health Agency of Canada has been a primary resource for information throughout the COVID-19 pandemic. They have released guidance on a number of topics that may be helpful in protecting your employees and customers as your business prepares for a return to work:

- [General Guidance for Businesses](#)
- [Decision-making tool](#)
- [Financial Support for businesses](#)
- [Awareness & communication resources](#)





## We're WELL Health Safety Rated

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That means our building's operations are best-in-class. Don't just take our word for it. The hundreds of verified research and industry experts at the International Well Building Institute have given our property their seal of approval.

WELL's seal of approval outside means you can feel safer inside. You can breathe easier knowing our Return-to-Work plan includes:

- MERV13 filters on 100% of floor-level HVAC units\*
- Increased fresh air ventilation, including overnight to purge spaces completely
- Comprehensive IAQ policy
- Annual indoor air and water quality testing
- Green cleaning supply target: 60% or greater
- HVAC outdoor air floor purging procedures

In addition to our Air & Water Quality Management practices, at each building our WELL Health-Safety Rating reviews and verifies:

- Cleaning & Sanitizing Procedures
- Emergency Preparedness
- Health Services
- Stakeholder Engagement & Communication

Have a question about [The WELL Health-Safety Rating](#) or your return to the office? Let us know.

*\*MERV 13 filters installed on all floor level units where feasible as per engineering studies and HVAC system guidance*

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SCAN TO DOWNLOAD  
THE FREE APP