

**ADGAR CANADA**  
**Frequently Asked Questions**

**VOL. 1**

<b>Focus Area</b>	<b>FAQ</b>	<b>Response</b>
Amenities	There is a gym in our building. Will I be able to use it?	For the safety of all, we have elected to keep these facilities closed until further notice. We will look to opening them when Government mandates allow and the required cleaning resources are available from other currently higher priority tasks.
Cleaning	How often will high frequency areas and surfaces be cleaned?	We have added dedicated day porter routines to continuously clean all high-frequency touch point areas (HFTPA) throughout the day in addition to the evening disinfecting including amongst other areas, main entrance doors, elevator buttons, stairwell doors and railings, washroom doors and surfaces and suite entrance doors.
Cleaning	Will antibacterial surface covers for door handles and elevator buttons be installed?	We have added dedicated day porter routines to continuously clean all high-frequency touch point areas (HFTPA) throughout the day in addition to the evening disinfecting including amongst other areas, main entrance doors, elevator buttons, stairwell doors and railings, washroom doors and surfaces and suite entrance doors. Accordingly, surface protectors will not be installed as they pose several effectiveness complications.
Cleaning	Common area/washing disinfecting frequency	In buildings with dedicated day porters, we will be adding an additional resource for 4 hours to address high-touch sanitizing as well as washrooms. This is intended to double the number of times washrooms are attended to throughout the day in addition to being fully disinfected through the evening cleaning program.
Cleaning	If we want additional cleaning done within our premises, how do we go about coordinating that?	The regular daily in-suite cleaning regime can be obtained by contacting your Property Manager. If you feel that additional cleaning is desired, our building cleaners are capable of facilitating the vast majority of special requirements. Please contact us directly and we will coordinate with them and yourselves.
Cleaning and Access	How often are the staircases cleaned and can we use them?	Staircases will be cleaned and disinfected at least three times a day with handrails being cleaned throughout the day, as use demands. We will be dedicating one staircase to use for going up and one staircase to use for coming down. In the case of a fire or other emergency, both staircases are to be used as exit routes. Signage will be provided.

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Cleaning Before Coming Back	What has been done to prepare our office prior to our return to the office?	No special services will be required before you return to your office. Your premises have been maintained, cleaned and disinfected repeatedly over the past number of weeks with Government-approved concentrated cleaning solutions. All surfaces have been cleaned in addition to chairs, waste/recycling bins, file cabinets and other areas of the office. If however, you would like to request additional cleaning services before or after you return to the office, please contact the property manager for details and coordinating.
Elevators	What will the Elevator protocol be?	Currently, proper social distancing will require a limit of 2 to 4 people per elevator (Depending on the size of the cab itself). We will be providing clear signage to explain the number of people permitted per cab and ask that people be courteous to others on the elevator and respect social distancing as much as possible. We will not be dictating which direction people should face and encourage riders to communicate and allow others to pass when required to enter and exit the elevator. We also will be encouraging and providing for stairwell use to and from your floor as well as floor to floor travel.
General	Was the building operating since March 16?	The building team remained on duty, ensuring those essential workers who needed access could do so and to maintain the building as a safe and secure environment for everyone and their business operations and systems.
General	What has changed in terms of the building environment since March 16?	Physically, the building remains largely unchanged from March 16 with the exception of the addition of information signage and stanchions to assist with queuing in the main lobby and travel through the building. Also, all non-permanent lobby furniture has been temporarily removed to provide extra room for queuing and moving through the lobby. Other changes you cannot see are changes to operating schedules, extra cleaning and staffing.
General	When will changes to this plan be implemented?	Both the Landlord and the Property Manager are constantly monitoring Government mandates and recommendations as well as industry best practices. As restrictions are relaxed, we will make the appropriate adjustments of building protocols to align with each revised Government mandate. All changes will be diligently communicated.

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General	Our organization has specific needs, how do I communicate those needs to the Property Manager?	If you have any specific requirement for access, visitors, deliveries, your staff or any other premises matter, please contact your Property Manager and they will be pleased to provide assistance. We are open to adjusting the building protocols to maximize their effectiveness for everyone.
Health	Will the Landlord require monitoring of people entering the building?	Security personnel will require all visitors and deliveries to register prior to entering the upper floors of the building. We will not be performing screening of persons entering the building as most companies are electing to implement this directly with their teams. Of course, there will be signage at the entrance asking people to self-manage their request to enter if they meet any typical health concerns. This is an industry standard practice in the GTA.
Health	Will common areas be equipped with hand sanitizer?	Yes, it is our goal to place dispensers and hand sanitizer in the main lobby and on each publicly accessible floor within the elevator lobby area. In addition, as is relevant for different properties, hand sanitizer dispensers will be placed in parking vestibules, bike areas, shipping and receiving areas and other relevant areas. There may be isolated cases where this is not possible due to the availability of dispensers and fluid, however we will continue to source these products to meet our goal.
Health	If someone becomes ill with COVID, what is the protocol?	We recommend that every employer follow all Public Health and Health Canada protocols including notifying authorities of a potential infection. Employers should develop their own policies for employees returning to the office and take appropriate action for their team. We ask our tenants to inform the Property Manager of any such incidents so that we can respond with appropriate cleaning procedures.
Health	Will Building Staff be monitored for health status?	Building Operators, Security Personnel, and all cleaning staff will be following recommended Public Health guidelines by performing daily temperature checks and requiring employees to submit regular health declarations. They will also be provided with PPE and use it during their daily activities.
Health	How will contractors and other suppliers and vendors working at the building be managed?	All vendors and contractors must provide their COVID-19 work protocol which will be required to meet all regulations issued by governing bodies and health directives prior to working within the building. Contractors will be asked to use designated elevators and washrooms and limit contact with building occupants in addition to wearing masks in common areas.

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HVAC	Are you bringing in as much fresh air as possible?	At all times we will manage the building HVAC system to ensure we meet ASHRAE industry standards. Our operations team will be monitoring the Building Automation System (BAS) continuously and make adjustments as necessary. The interlinked variables of temperature, fresh air and humidity will be actively managed to ensure a balance of comfort and safe operation. We will also undertake an updated Indoor Air Quality Testing prior to the end of August.
HVAC	What Additional steps are being taken to maximize the effectiveness of in-place air filtration systems?	We have examined all air handling system filters and maximized the filtration limits while ensuring the required proper air flow is maintained. The practice of optimizing filtration rates was performed prior to COVID-19, however we have now reviewed this again to make sure the approach is providing the maximum filtration rates.
PPE	Will it be mandatory to wear masks and if so will the building be supplying them?	All building operators, security officers and cleaning staff will be required to wear masks while performing duties within common areas or tenant premises. Depending on their function, gloves will also be worn. We are not mandating that occupants wear masks however, at the current time, we highly recommend that practice for everyone's collective benefit. The building will not be providing PPE to occupants or visitors in the normal course, however we may be able to assist in limited incidental situations. Employers and employees should ensure they have the PPE they require.
PPE	Are building operations staff (i.e., cleaning, maintenance) required to wear personal protective equipment (e.g. masks and gloves)?	All building operators, security officers and cleaning staff will be required to wear masks and gloves while performing duties within common areas or tenant premises.
PPE	Will the Landlord or Property Manager be providing hand sanitizers or wipes for use within our space?	PPE is the responsibility of each tenant to provide their staff as they feel is appropriate. The Landlord will strive to provide sanitizer stations in the main lobby and on every publicly accessible floor, however that may not be possible in every situation due to shortages in supply that may occur from time to time. Notwithstanding, your Property Manager will provide you with as much assistance as they can in sourcing PPE for your staff. We have also produced a Tenant Workplace Guide which contains links to PPE suppliers.

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Security	When do you anticipate that the building will be open to the public?	The building is currently in Security Mode (card access only). Along with all other property teams, we will follow protocols as restrictions are lifted by our municipal authorities.
Security	Will you have restrictions in place to limit visitors to the building?	We will be following industry best practices on managing visitors and deliveries. We will also work closely with tenants to ensure their visitors will be able to gain access. All visitors will be required to register with the security officer on duty. Only typical required information will be collected. We will not be collecting health related information. Depending on the specific building, tenant representatives may be contacted to verify the visitor's permission to enter the building.
Security	How will you be coordinating deliveries (couriers, food, supplies, etc...)?	The building will be in Security Mode (card access only) and as a result, all deliveries and couriers will be required to check in with security upon arrival. Security personnel will contact the tenant representative and require the tenant rep to meet their couriers in the lobby and transport their deliveries to their offices. This will help reduce risks by managing the number of non-tenant persons entering the upper floors of the building. Larger deliveries (requiring a dolly or cart) will be managed daily taking into account the elevator availability.
Security	What access protocols will be put in place by the building?	The building will be in Security Mode thus requiring all tenant employees to carry, and gain access to the building, with an approved pass card. If you require additional cards, please contact your Property Manager. All visitors and delivery personnel will be asked to register with security who will require a modest amount of personal identification information before allowing persons into the building. Tenant representatives may be contacted to verify the visitor's permission to enter the building.
Stairwells	Will we be able to use stairwells to get to and from our floors?	We will be dedicating one staircase to use for going up and one staircase to use for coming down. In the case of a fire or other emergency, both staircases are to be used as exit routes. Signage will be provided. We are examining access to each staircase to validate if additional card readers will be required. If required, these will be prioritized for install at the earliest opportunity.

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Washrooms	How will washroom use be impacted?	We ask that everyone consider their colleagues when using the WC and use the receptacles provided to dispose of paper. Additional signage is being installed to assist with social distancing while entering and exiting the WC. Additional waste receptacles will be deployed and existing receptacles will have lids removed or mechanically held back to allow touchless use.
Washrooms	Will you be installing touchless faucets and flushometers?	Regular and frequent cleaning of surfaces is paramount and has been supplemented. Many of our buildings currently have touchless/motion fixtures and we have identified those limited number of WCs that currently do not have touchless fixtures. We have prioritized the replacement of these fixtures upon the stabilization of the construction industry and the availability of the fixtures themselves.
Waste	Will bins be available for PPE Disposal?	We will be providing dedicated bins placed at the lobby entrance as well as other areas of the building for PPE disposal.
Other	What can I do to help?	Wash your hands thoroughly and frequently, wear a mask and continue to social distance when possible.