

# Return to Office

## Tenant Guidebook

A guide to facilitating  
your return to office  
amidst COVID-19

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# We are in this *together*

At Manulife Investment Management, we know that buildings have a tremendous impact on our health and wellbeing.

Now more than ever, we are focusing on the role of these spaces in our lives and determining how they can be managed amidst COVID-19.

This document provides an updated list of recommended measures within **six key categories**, each of which are designed to ensure the safe and ongoing return of tenants, visitors and contractors to our spaces. Given the dynamic nature of this situation, additional updates may be communicated as available and as needed.

**For a summary of the information contained in this document, please visit: [manulifeim.com/realestate/en/our-story/covid-19-updates](https://manulifeim.com/realestate/en/our-story/covid-19-updates).**

## Six Key Categories

**1**  Building  
Common  
Areas

**4**  Tenant Improvements  
and  
On-site Maintenance

**2**  Property Operations  
and  
Building Systems

**5**  Leasing  
and  
Tour Protocol

**3**  Tenant  
Spaces

**6**  Tenant Communications  
and Building Signage

# What we know *today*

1. There is currently no vaccine to protect against coronavirus disease 2019 (COVID-19).
2. The best way to prevent illness is to avoid being exposed to the virus.
3. The virus is thought to spread mainly from person-to-person:
  - Between people who are in close contact with one another (within about 6 feet);
  - Through respiratory droplets produced when an infected person coughs, sneezes or talks;
  - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs;
  - Recent studies have suggested that COVID-19 may be spread by people who are asymptomatic or presymptomatic; however, more research is needed in this area.

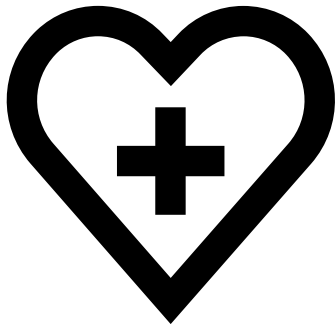
## All our recommendations are founded in science.

Manulife Investment Management's internal Return to Office Playbook was reviewed by an expert healthy buildings consulting company, 9 Foundations Inc., which was founded by Dr. Joseph Allen. All of the information in this document is derived from that playbook.

Dr. Allen is also the founder and director of the healthy buildings program at the Harvard T.H. Chan School of Public Health. His team provided observations and recommendations to ensure that the content in this document is aligned with industry best practices, and occupational health and safety fundamentals.

## Modes of transmission

Mode	Mechanism	Interventions
<b>Direct</b>	Face-to-face contact or the ejection of large droplets from the infected persons during sneezing or coughing directly into the mouth, nose, and possibly eyes of the uninfected person.	Physical distancing, face masks, face shields
<b>Indirect</b>	Contact with surfaces contaminated by infected persons (fomites), with subsequent touching of the mouth, nose and possibly eyes.	Hand washing, surface cleaning, gloves, masks, face shields
<b>Aerosol</b>	Release of fine droplets that remain suspended in the air for minutes to hours which are wafted on air currents allowing transmission over short and long distances.	Increased ventilation rates, physical distancing, use of face coverings



The best way to *protect* yourself and others is to follow these guidelines.

- ✓ **Wash your hands often** with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.
- ✓ **Maintain at least six feet of physical distance** between yourself and others, and limit all direct physical contact (e.g. handshakes, hugs, etc.).
- ✓ **Wear a face covering** when around others, especially in more densely populated areas or areas where the appropriate physical distancing may be a challenge (e.g. elevators, etc.).
- ✓ **Follow good respiratory hygiene** by covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands.
- ✓ **Clean and sanitize frequently touched surfaces daily.** This includes but is not limited to tables, door handles, light switches, countertops, desks, phones, keyboards, toilets, faucets and sinks. Most common [EPA-registered household disinfectants](#) will work.

**Stay home if you are experiencing any of the following symptoms:** fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headaches, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and/or diarrhea.

**If you have been tested for the coronavirus,** please stay home until you receive a negative result.

**If you've had close contact with anyone who has been diagnosed with COVID-19,** please self-quarantine according to direction from public health authorities.

**If you or one of your employees has been diagnosed with COVID-19,** please reach out to your Property Management team.

Please adhere to the emergency travel guidelines outlined by the [CDC](#), the [Government of Canada](#), and [Manulife's corporate policy](#).

For this and additional information on COVID-19, please visit [The Centers for Disease Control and Prevention](#) and/or [World Health Organization](#).

**Manulife Investment Management's Return to Office plan will be implemented based on each building's requirements, its location and its tenant mix. Measures will be executed as government orders are lifted and our tenants plan for their continual re-entry to the workplace.**



*Building*

Common Areas

## 1.0 General Guidelines

- 1.1 Please note that we will not be limiting access to the building to anyone, unless otherwise mandated by government order.
- 1.2 We would encourage you to consider staggered employee start and departure times. This will assist with elevator wait times and queues in public areas.
- 1.3 We recommend that you continue to limit the number of guests/visitors that you allow into your space, and thus our building. We would also note that you are responsible for ensuring that all visitors and guests are following building health protocols while in common areas of the building. Guests/visitors may be asked to provide an attestation prior to accessing the building; should this be the case in your building, this will be communicated to you by Property Management.
- 1.4 All tenants, visitors, vendors and building staff are required to wear face coverings while in building common areas, including but not limited to: building lobby, elevators, stairwells, common area washrooms, enclosed parking facilities, etc. Given that there are exemptions to the use of face coverings, we will not be limiting access to the building for those not adhering to this protocol, nor will we be asking for proof of an exemption, unless otherwise mandated by government order.
- 1.5 On-site signage will be displayed in common areas of the building to communicate physical distancing and safety protocol, including the use of PPE, handwashing guidelines, etc.
- 1.6 On-site signage will be used to indicate primary path of travel and queuing locations in high traffic areas to encourage physical distancing protocols.
- 1.7 Hand sanitizer stations will be provided in all common areas, as supplies are available.
- 1.8 Additional waste vestibules may be provided for disposal of used PPE at key transition points such as entrances and exits, and elevators.

## 2.0 Building Entrances

- 2.1 If possible, separate entrances will be used for entering and exiting the building. This will be clearly indicated by on-site signage.
- 2.2 Cleaning staff will focus on the regular sanitization of high-frequency touchpoints, including but not limited to door handles, elevator buttons, handrails, etc.
- 2.3 On-site signage will be displayed at building entrances to clearly indicate building protocol, including face covering and physical distancing requirements.

## **3.0 Lobbies and Seating Areas**

- 3.1** Decals will be placed on the floor to clearly indicate the desired flow of traffic from building entrance to elevator queuing areas.
- 3.2** Seating areas will be rearranged or removed entirely to maintain the necessary physical distancing of six feet.
- 3.3** Hand sanitizer stations will be provided in building lobbies, as supplies are available.

## **4.0 Elevators**

- 4.1** A maximum number of occupants per elevator cab will be determined. This will be based on direction from global health authorities and local government guidelines, but also (and/or in the absence of) the physical size of the elevator and occupancy of the building.
- 4.2** Signage will be posted in a highly visible location in or near the elevator bank(s), indicating the maximum number of occupants per cab and the requirement to wear a face covering while inside the cab.
- 4.3** Floor decals will be installed in the cab of each elevator to indicate where patrons should stand.
- 4.4** Queuing lines with stanchions and floor decals will be used, as necessary, to indicate the flow of traffic and key waiting points.
- 4.5** As necessary, building staff will be stationed by the elevators to help provide additional direction and guidance.

## **5.0 Stairs and Escalators**

- 5.1** If and when stairs are put into service, separate stairways for travel up and down the building will be specified. If it is not possible to designate separate stairways, decals will be placed on separate sides of the staircase to indicate the desired flow of traffic.
- 5.2** In the event of a fire drill or evacuation, all stairways will be used for the downward flow of traffic. During these periods, physical distancing is not required, but face coverings should be worn.
- 5.3** Please communicate with Property Management to determine keycard reader access to individual floors and to arrange as necessary.
- 5.4** Frequent sanitization of handrails will be implemented. Hand sanitizer stations will also be located at key entry and exit points.



## 6.0 Concierge and Security Stations

- 6.1 The appropriate physical distancing around security/lobby desks will be promoted through the use of all or a combination of the following:
  - 6.1.1 Stanchions
  - 6.1.2 Floor decals
  - 6.1.3 Security/lobby desk signage
- 6.2 If the appropriate physical distancing cannot be maintained, a plexiglass barrier will be installed.
- 6.3 All concierge and security staff will wear face coverings at all times. Additional PPE may be worn based on local government orders.

## 7.0 Mailboxes, Delivery and Pickup Areas

- 7.1 As necessary, tenant-specific access times to the mailroom will be designated if the appropriate physical distancing cannot be maintained.
- 7.2 The appropriate flow of traffic will be indicated via floor decals and stanchions, as necessary.
- 7.3 We would request that you limit all non-essential, personal deliveries. We will not be sanitizing any packages upon receipt.
- 7.4 We will also be reviewing mail delivery protocols with our local mail carrier to ensure that we are adhering to their most recent requirements.
- 7.5 Retail and restaurant tenants should coordinate delivery with your Property Management Team directly. If necessary, we will consider implementing delivery windows while also encouraging physical distancing of all delivery personnel while on-site.

## 8.0 Parking Operations and Access

- 8.1 If you require additional on-site parking, please coordinate with your Property Management Team directly.
- 8.2 Bike rooms and bicycle parking areas will remain open and are prepared for an increase in use as commuters seek alternatives to public transit.
- 8.3 Floor decals will be used to indicate the desired flow of traffic within these areas.
- 8.4 Hand sanitizer stations will be positioned at key entry and exit points.

## 9.0 Fitness Facilities

- 9.1** Fitness centers and facilities, including change rooms and lockers, will be re-opened subject to the regulations of local jurisdictions and on a building-by-building basis. Re-opening protocol will be communicated to tenants by the Property Management Team. We will continue to monitor the situation closely and reassess our protocol as further information becomes available.
- 9.2** Signage will be installed onto the entrance of all fitness facilities with the most up to date information regarding their status and operation.
- 9.3** The following protocol will apply to re-opened fitness centers and facilities:
- 9.3.1** Guests will be required to wear a mask or face covering upon entering and exiting the space, and while moving between fitness equipment. This also includes while moving through open change rooms and locker areas. Guests do not have to wear a mask or face covering when using fitness equipment. The appropriate physical distancing may be supported through limited and decreased equipment access, and the closure of certain areas within the respective spaces.
  - 9.3.2** Increased cleaning and sanitization of fitness facilities will be scheduled, focusing on high-frequency touchpoints.
  - 9.3.3** A maximum number of occupants in each fitness facility area will be determined. This will be decided on a case-by-case basis depending on the size and layout of the space, as well as according to direction from global health authorities and local government guidelines. Occupancy limits will be communicated via on-site signage.
  - 9.3.4** Guests will be asked to consider limiting their use of the fitness facilities to two hours in length to allow for proper sharing of space. This will be communicated via on-site signage.
  - 9.3.5** Fitness equipment that is located closer than six feet together will be made unavailable for use, or relocated to allow for proper physical distancing. This will be communicated via on-site signage.
  - 9.3.6** Guests are required to wipe down the equipment before and after use. Sanitizing solution, paper towels and waste vestibules will be provided.
- 9.4** At the present time, group fitness classes will not be offered.
- 9.5** Shower and sauna facilities will remain unavailable at this time. Lockers and change rooms may be re-opened; however, guests are required to wear a mask or face covering and maintain the appropriate physical distancing when using these spaces.

## 10.0 Conference Centers

**10.1** Conference centers will be re-opened subject to the regulations of local jurisdictions and on a building-by-building basis. The following protocol will apply to re-opened conference centers and will be communicated to tenants:

**10.1.1** All bookings must be coordinated and pre-approved with the Property Team. Before a booking is approved, tenants and guests will be asked to complete a health attestation.

**10.1.2** A maximum number of occupants in each conference area or room will be determined. This will be decided on a case-by-case basis dependent on the size and layout of the space, as well as according to direction from global health authorities and local government guidelines. Occupancy limits will be communicated via on-site signage.

**10.1.3** Prior to and following each booking, the space will be thoroughly cleaned and sanitized with particular attention paid to high touchpoint areas, similar to all other building common areas.

**10.1.4** Hand sanitizing station(s) will be placed at the entrance(s) to these spaces, as supplies are available.

**10.1.5** When using the space, tenants must wear a mask or face covering and maintain a minimum physical distance of six feet from others at all times.

## 11.0 Common Area Washrooms

**11.1** Decals will be installed on the floor to indicate primary path of travel and queuing locations, as necessary.

**11.2** Hand sanitizer stations will be positioned at key entry and exit points, as supplies are available.

**11.3** Proper handwashing guidelines will be promoted through the use of mirror decals.

**11.4** Hand dryers will be disabled until further notice and single-use paper towel will be provided as an alternative.

**11.5** All washroom exhaust fan systems will be scheduled to run for two hours before and after building hours to enhance the indoor air quality within these spaces.

**11.6** Additional cleaning staff will be added to focus on the enhanced sanitization of high-frequency touchpoints, including door handles, washroom stall doors, faucets, etc.



2

Property  
*Operations* and  
Building Systems

## 1.0 Property Management Teams

- 1.1 All Property Management team members will be required to maintain the appropriate physical distancing throughout the entire time they are on-site, including while they are on break.
- 1.2 Varied schedules will be implemented by all Property Management team members to ensure that limited personnel are taking their break at any one point in time.
- 1.3 All building staff will be equipped with face coverings and cleaning supplies to ensure that they are able to work as safely as possible. Property Management team members will be required to wear face coverings at all times. Additional PPE may be required based on local government orders.

## 2.0 External Contractors/Employees

- 2.1 All external vendors will be asked to share their health and safety plans, inclusive of newly updated protocols. This may include, but is not limited to, check in/check out policies, PPE requirements, limited or restricted access to specific building/work areas, etc.
- 2.2 We will not permit vendors to send staff to our building who may be showing signs of illness or have been in contact with a confirmed case of COVID-19. External contractors/employees may be asked to provide an attestation prior to accessing the building; should this be the case in your building, this will be communicated to you by Property Management.
- 2.3 We will instruct all external vendors and contractors to wear the appropriate PPE (at a minimum face coverings) while on-site.

## 3.0 Supplies and Equipment

- 3.1 All PPE and cleaning supplies will be provided to Property Management Teams by Manulife Investment Management, but they will not be provided to tenants or external contractors. It is the responsibility of each tenant and/or individual to come equipped with their own supplies, as necessary.

## 4.0 Cleaning and Sanitization

- 4.1 We will continue the increased cleaning and sanitization of high-density and high-frequency touchpoint areas, utilizing additional cleaning staff and approved disinfectants recommended for COVID-19 cleaning. For a list of approved cleaners, please visit the following [link for Canada](#) and [link for the U.S.](#) Areas of focus include but are not limited to building and elevator lobbies; elevator interiors, buttons and surfaces; restrooms; furniture; fixtures; door handles; switch plates; shared conference spaces; building and suite entrances; mats; handrails; turnstiles; counters; waste vestibules; and other frequently touched surfaces.
- 4.2 Unless prearranged, Manulife Investment Management will not be responsible for implementing additional cleaning protocol within tenant spaces. Should you wish to discuss enhanced cleaning protocol within your space, please coordinate with your Property Management Team directly.

**4.3** In the event of a confirmed case of COVID-19 within leased premises, the building may recommend a certified cleaning company, trained in virus response and remediation, to conduct a Level 3 cleaning of the leased premises and will provide pricing from an approved list of certified vendors.

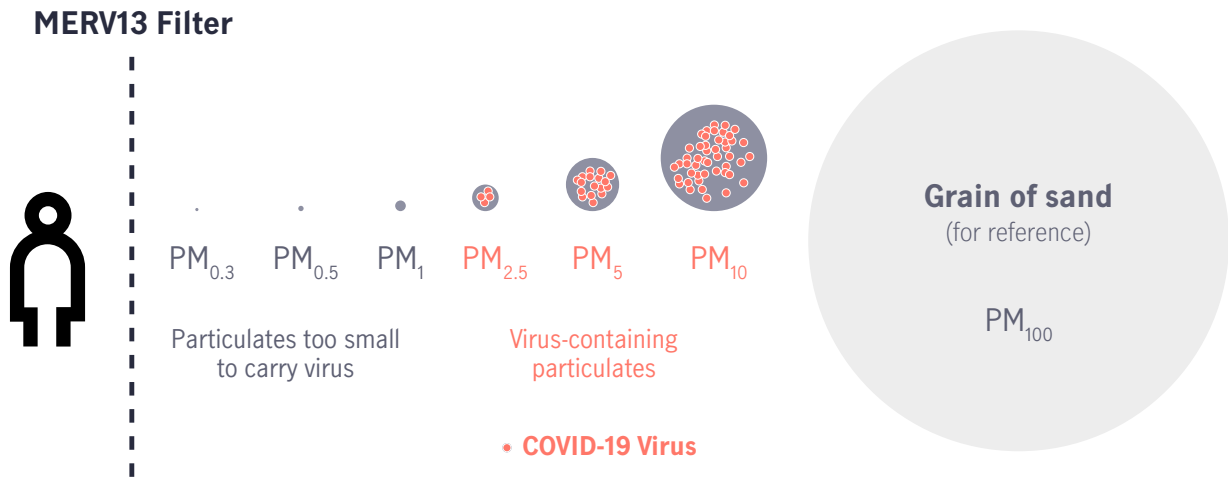
**4.3.1** Should the tenant choose not to use a recommended vendor from the building’s approved list and/or chooses to make their own arrangements, the Property Management Office may recommend that all landlord services within the leased premises be put on hold for seven days from the date of notification of the confirmed case.

**4.3.2** In order to resume landlord services within the leased premises prior to the end of the seven day hold, the Property Management Office may request documentation to show proper sanitization of the leased premises. Please reach out to the Property Management Office for further information.

## 5.0 HVAC Systems

**5.1** We will be making the appropriate operational adjustments to our HVAC systems in order to maximize the fresh air intake while facilitating the removal of stale air. This should further reduce the HVAC system exposure to occupant-generated airborne particulate.

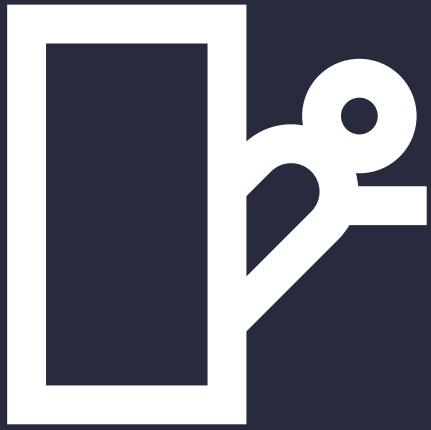
**5.2** Scheduled HVAC inspection and preventative maintenance will continually be conducted to ensure good hygiene (e.g. cleanliness, no standing water, etc.). The installation of upgraded air filters (at a minimum MERV13 on all recirculated air) will also be completed. Through the use of upgraded filters, we aim to reduce potentially virus-containing particulate in the air.



## 6.0 Water Systems

**6.1** All hot and cold-water systems have been flushed prior to tenant re-entry. Additional flushing will occur on low occupancy or unoccupied floors if tenants opt not to return to their space in the near future.

**6.2** Environmental consultants will also be engaged to perform testing across a variety of our sites throughout the upcoming months.



3

Tenant *Spaces*

As a reminder, this document is intended to provide information on Manulife Investment Management's Return to Office plan, and that individual buildings and scenarios may vary. We are not in a position to provide our tenants with advice on how to manage your space during COVID-19.

The following resources can be utilized when planning for your return to the office. Tenants are also welcome to communicate any changes or updates to their re-entry plans via the following [tenant survey](#).

## **Global**

[World Health Organization: Getting Your Workplace Ready for COVID-19](#)

[Centers for Disease Control and Prevention: Resources for Businesses and Employers](#)

## **Canada**

[Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic](#)

## **U.S.**

[U.S. Department of Labor: Guidance on Preparing Workplaces for COVID-19](#)





4

Tenant  
Improvements  
and On-site  
*Maintenance*

## 1.0 General Guidelines

- 1.1 All general contractors and sub-trades will be asked to share their health and safety plans, inclusive of their enhanced COVID-19 protocols. This may include, but is not limited to, check in/check out policies, PPE requirements, limited or restricted access to specific building/work areas, etc.
- 1.2 Numerous industry associations and regulatory boards have issued guidelines for construction work to recommence during COVID-19. All of these guidelines will be fully enforced during work shifts.
- 1.3 Contractors will not be permitted to allow workers on-site who may be showing signs of illness, have been in contact with a confirmed case of COVID-19 or who have been tested and are awaiting test results. Contractors will be required to respond to a health attestation prior to entry.
- 1.4 All external vendors and contractors will be required to wear the appropriate PPE (at a minimum face coverings) while on-site. This may vary based on local government orders.
- 1.5 All contractors will make provisions to be fully autonomous within their work area to avoid contact with the general population of the building. This includes but is not limited to the use of portable washrooms, one central entrance/exit point, designated freight elevator(s), etc..
- 1.6 Contractors must ensure that all work-related equipment is cleaned and disinfected after each shift.
- 1.7 Arrangements will be made for the delivery of materials to occur outside of regular business hours, when possible.
- 1.8 On-site construction meetings should be limited and done through video conferencing when possible. If not possible, physical distancing and the use of the appropriate PPE is required.



5

*Leasing*

and

Tour Protocol

## 1.0 Leasing Tour Protocol

- 1.1 Prior to conducting a leasing tour through a tenanted space, details of the tour, including any marketing collateral, will be pre-communicated to all parties with as much notice as possible, and at a minimum, in a time and manner that is aligned with the terms of the lease.
- 1.2 In order to limit the number of people entering the tenant's space, the number of tour attendees will be limited as much as possible.
- 1.3 A pre-determined path of travel will be followed, and masks or face coverings must be worn by all tour attendees at all times.
- 1.4 A no-touch policy will be followed, and the appropriate physical distancing will be maintained.



6

Tenant

*Communications*

and Building

Signage

## 1.0 Communication of Confirmed Cases

- 1.1 We commit to providing you with the most up to date information available to us at all times. Should we become aware of a confirmed case within our building, we will respond immediately, ensuring that all of our tenants and key stakeholders are notified as soon as possible.
  - 1.1.1 Should the Property Management Office become aware of a confirmed case of COVID-19 in the building, we will notify all building tenants as immediately as possible. If asked, the tenant floor will be disclosed; however, no further details will be provided about the confirmed case (i.e. specific location, employee, etc.) out of respect for the privacy of individuals.
  - 1.1.2 To support the above, tenants are asked to notify the Property Management Office as soon as possible with confirmation of a positive case and the last date the employee was in the building and/or on the premises. Communication to tenant employees is the responsibility of the tenant.

## 2.0 On-site Signage

- 2.1 On-site marketing materials will be used throughout the building to clearly indicate the following:
  - 2.1.1 Necessary health protocols while in building common areas. This includes but is not limited to the use of face coverings, required physical distancing, etc;
  - 2.1.2 Desired flow of traffic and queuing areas;
  - 2.1.3 Elevator and stairwell protocol;
  - 2.1.4 Notice of area and amenity closures, or notice of amenity re-opening protocol;
  - 2.1.5 Public washroom protocol and health guidelines.

## 3.0 Tenant Notices and Building Updates

- 3.1 As new information becomes available, we will provide you with key updates via tenant notices. These notices will be distributed via email. Should you have any questions or concerns regarding the information in these notices, please respond via email or phone. In an effort to support physical distancing, we would encourage you to refrain from visiting the Property Management Office in person unless absolutely necessary.

# Questions and *Answers*

The following is a list of commonly asked questions and answers regarding Manulife Investment Management's return to office program. Should you require clarification on any of the information to follow, please do not hesitate to contact your Property Management Team via email or phone.

## 1. **Operations**

### **What changes should we expect in our building when we come back to work?**

Manulife Investment Management continues to be committed to providing our tenants, their employees, and our employees with a safe and secure work environment. As regional government restrictions on businesses are lifted and more individuals are anticipated to return to our buildings, we will be actively preparing our buildings and property management teams accordingly.

All information regarding our buildings and your return to work can be found in our Return to Office: Tenant Guidebook. If you require additional information or have any questions about the content in this document, please do not hesitate to reach out to your Property Management Team.

### **Will there be physical distancing procedures in place when entering the building?**

The following measures will be implemented to support physical distancing:

- Elevator use will be limited to a maximum number of people and decals will be placed on the floors to clearly indicate where people should stand;
- Signage will be displayed on-site outlining social distancing measures, including but not limited to building entrances and exits, lobbies, common areas, concierge/security desks, and parking facilities;
- Lobby furniture may be repositioned or removed to better allow for physical distancing;
- Shared tenant amenities may be re-opened on a case-by-case basis and if so, re-opening protocol will be communicated to tenants;
- Hand sanitizer stations will be placed in common areas and maintained as supplies are available;
- Floor decals will be utilized to indicate desired path of travel in high traffic areas;
- Glass barriers and/or stanchions will be installed at concierge/security desks.

## **Will the building be providing hand sanitizer and/or wipes at building entrances, amenity spaces and washrooms?**

Hand sanitizer stations will be placed in common areas and maintained as supplies are available. Tenants are encouraged to continue practicing healthy habits including regular handwashing with soap and water or the use of personal alcohol-based sanitizer with a minimum alcohol level of 60%.

## **What cleaning measures will be in place when we come back to work?**

We have scheduled increased frequency of cleaning and sanitization in high density and high-touch areas, such as building and elevator lobbies; elevator interiors, buttons and surfaces; washrooms; furniture; fixtures; door knobs; switch plates; shared conference spaces; building and suite entrances; mats; handrails; turnstiles; counters; trash containers; and other frequently touched surfaces.

If desired, our cleaning staff can provide additional cleaning services to sanitize your office area(s). This will need to be coordinated through your Property Management Team, and costs may vary depending on the specific request and frequency. Additional cleaning will be completed in conjunction with nightly cleaning; any cleaning during building hours will need to be scheduled separately.

## **How often will call buttons on the floor be sanitized?**

Increased frequency of cleaning and disinfection in high density and high-touch areas, including elevator call buttons, will continue for the foreseeable future. At a minimum, this sanitization will occur once every two hours.

## **How will back-of-house operations be impacted (e.g. freight elevator, loading dock, etc.)?**

The loading dock and freight elevator(s) will only be available to vendors, couriers and mail service providers. While in the space, all vendors will be required to adhere to the appropriate on-site health and safety protocol. These areas will remain closed to building occupants.

## **How will deliveries be managed? Will be able to receive deliveries directly to our suite or to our mailroom?**

We will be reviewing mail delivery protocols with our local mail carrier to ensure that we are adhering to their most recent requirements. In addition, we would request that you limit all non-essential, personal deliveries to your space. We will not be sanitizing any packages upon receipt.

Retail and restaurant tenants should coordinate delivery with your Property Management Team directly. If necessary, we will consider implementing delivery windows while also encouraging physical distancing of all delivery personnel while on-site.



### **Will we have access to the parking garage and our parking spaces? What about bike parking?**

The parking garage will be accessible to tenants and parking spots available for use as per existing lease agreements. Bike storage areas, if applicable, will also continue to remain accessible.

Signage encouraging social distancing will be utilized to help guide tenants when using these spaces and hand sanitizer stations will be positioned throughout.

### **When will food services be resumed?**

Food services may be resumed on a case-by-case basis. We will continue to monitor the situation closely and reassess our protocol as further information becomes available.

### **Will there be a limit to the amount of people using the restroom(s)?**

Each space will be treated on an individual basis. Signage encouraging physical distancing, including suggested queuing areas, may be implemented to help guide tenants when using shared spaces.

### **How are you keeping the building's cleaning and operational staff safe?**

All of our cleaning vendors are equipped with their own Emergency Response Plans, which include protocol for emergency illness and pandemic situations. They will be following the protocol outlined in those EMPs, and appropriate protocol as advised by global health authorities and local government officials.

The health and safety of employees is of paramount importance to our cleaning teams, and we will continue to work closely with them to support everyone's safety.

All building staff will be equipped with face coverings and cleaning supplies to ensure that they are able to work as safely as possible.

### **Will we be required to wear PPE (masks, etc.) while in the building?**

All persons will be required to wear a mask or face covering upon entry and while in common areas of the building. Those not adhering to this protocol will be reminded by building personnel; however given that there are exemptions to the use of face coverings, we will not be limiting access to the building for those not adhering to this protocol. We will also not be asking for proof of an exemption, unless otherwise mandated by government order.

All building staff will be equipped with face coverings and cleaning supplies to ensure that they are able to work as safely as possible.

### **Will the building be providing PPE (masks, etc.) or other materials to tenants?**

Hand sanitizer stations will be placed in common areas and maintained as supplies are available. Additional PPE will not be provided to tenants or visitors to the building. This will need to be provided by their employer or sourced individually.

## **What happens if someone reports a positive diagnosis after we all return to work?**

Manulife Investment Management remains committed to providing our tenants with the most up to date information available to us at all times. Per existing protocol, we will continue to communicate any positive COVID-19 cases that we are made aware of in the building.

Please note that we take the responsibility of protecting the privacy of individuals very seriously. Upon learning of new confirmed cases within our building, we will follow the advice of local health authorities, and take steps to deep clean and sanitize all common areas as well as ensure the same measures are taken within the affected area.

## **I live with someone who tested positive, but I have no symptoms. Can I enter the building?**

We will not be limiting access to the building or screening people (e.g. taking temperature, asking about symptoms, etc.) upon entry at this time. However, in line with direction from local government and health authorities, self-isolation for a period of 14 days is asked of anyone who has come into direct contact with someone who has tested positive with COVID-19 irrespective of symptoms. It is recommended that you stay home and self-monitor for the duration of that time.

## **2. Healthy Buildings and Engineering**

### **How have you been maintaining the building during our absence? Should we be concerned with using the water (e.g. stagnant water) or the air quality?**

Despite low occupancy, our building has remained operational, supported by the minimum number of staff and security required on-site for secure management.

Flushing of hot and cold-water systems has been performed prior to re-entry. As re-entry to our buildings may happen over time, we will continue to perform flushing procedures on unoccupied and low occupied floors, as needed. We will also be engaging environmental consultants to test for coliform and legionella on an ongoing basis.

### **How will you be addressing air filtration? What measures are in place to ensure fresh air is being supplied to the tenant spaces and common areas? Can the building ventilation system carry or spread the COVID-19 virus?**

We understand your concerns regarding the potential transmission of the COVID-19 virus via the heating, ventilation and air conditioning (HVAC) systems within our building.

We are committed to providing our tenants and their employees with a safe and secure work environment. As such, we've ensured that our buildings are aligned with the current guidelines outlined by American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE). We are also continually monitoring global health authorities, such as the Centers for Disease Control (CDC) and the World Health Organization (WHO) to ensure that we are adhering to the most current best practices with respect to airborne precautions.

Based on current scientific data and direction from real estate industry specialists, the use of enhanced filters combined with increased fresh air intake are the most effective methods to manage airborne transmission within building HVAC systems.

In addition, many of our buildings are BOMA BEST® certified. BOMA BEST certification recognizes excellence in energy and environmental management, and performance in commercial real estate. To meet BOMA Best, one of the best practices requires having an Indoor Air Quality (IAQ) Monitoring Plan in place for our building.

Reviewed and updated annually, an IAQ Monitoring Plan includes the following components:

- A commitment to maintain the IAQ for building occupants;
- IAQ goals for the building such as targets for air quality parameters including CO, CO<sub>2</sub>, temperature, humidity, dust, VOCs;
- A schedule for HVAC inspection and preventative maintenance tasks to ensure good hygiene (e.g. cleanliness, no standing water, etc.);
- Inventory of HVAC systems that will impact the IAQ goals;
- Procedures for responding to occupant IAQ concerns;
- IAQ training requirements for property management and building maintenance staff.

**How will elevator access be managed? Will you be enforcing municipal recommendations on elevator occupancy? Should I expect longer wait times for an elevator? Will there be an elevator attendant?**

A maximum number of occupants per elevator cab will be determined. This will be based on direction from global health authorities and local government guidelines, but also (and/or in the absence of) the physical size of the elevator and occupancy of the building. Floor decals will be installed in the cab of each elevator to indicate where patrons should stand. Queuing lines with stanchions and floor decals have been used, as necessary, to indicate the flow of traffic and key waiting points. As necessary, building staff will be stationed by the elevators to help provide additional direction and guidance.

**Will all delivery people be wearing masks?**

All building staff will be equipped with face coverings and cleaning supplies to ensure that they are able to work as safely as possible.

All persons will be required to wear a mask or face covering upon entry and while in common areas of the building. Those not adhering to this protocol will be reminded by building personnel; however given that there are exemptions to the use of face coverings, we will not be limiting access to the building for those not adhering to this protocol. We will also not be asking for proof of an exemption, unless otherwise mandated by government order.

External delivery personnel will be following the protocol outlined by their own organizations, and those advised by global health authorities and local government officials.

### **3. Safety and Security**

#### **Will you be performing screenings (e.g. taking our temperature, asking about symptoms) or managing entry into our building?**

We will not be limiting access to the building or performing screenings of any kind to people upon entry, unless otherwise advised by the appropriate government authorities. This includes thermal screens, assessing symptoms, asking about potential exposure to confirmed cases, etc.

All persons will be required to wear a mask or face covering upon entry and while in common areas of the building. Those not adhering to this protocol will be reminded by building personnel; however given that there are exemptions to the use of face coverings, we will not be limiting access to the building for those not adhering to this protocol. We will also not be asking for proof of an exemption, unless otherwise mandated by government order.

All building staff will be equipped with face coverings and cleaning supplies to ensure that they are able to work as safely as possible.

#### **Will all entrances and access points to the building be open?**

It is possible that certain entry points to the building will be closed or made available for limited access only. This direction will be made clear in on-site signage at each point of entry.

#### **Will you be limiting the number of people in the building at one time?**

We will not be limiting access to or into the building, unless otherwise advised by the appropriate government authorities. Tenants are advised to follow state and local guidelines regarding physical distancing and preparing their employees for return to work.

#### **I have visitors that will come to my suite. Are there any restrictions visitors should be aware of?**

Although we will not be limiting access to the building, we encourage tenants to limit the number of visitors to their space during this time. Further, all persons will be required to wear a mask or face covering upon entry and while in common areas of the building. Tenants are advised to follow state and local guidelines regarding physical distancing and PPE usage.

Visitors may experience longer wait times at elevator banks, if applicable.

## 4. Tenant Services and Supplies

### **Will we have access to tenant amenity spaces?**

Based on local government direction and regulations, shared tenant amenity spaces may re-open on a case-by-case basis. Protocol for the use of these spaces will be communicated to tenants. We will continue to monitor the situation closely and reassess our protocol as further information becomes available.

### **If tenant amenity spaces are open, will we be required to wear PPE or maintain physical distancing? If not, when will they re-open?**

Tenant amenity re-opening protocol will be communicated to tenants, and signage will be visibly posted to all relevant spaces. Guests will be required to wear a mask or face covering and to maintain the appropriate physical distancing when accessing these spaces. For more information on tenant amenity space re-opening protocol, please reference sections 9.0 and 10.0 of our Return to Office: Tenant Guidebook.

### **What are the deep cleaning prices?**

To receive an overview of additional cleaning services and their prices, please reach out to your Property Management Team.

### **Will the Building provide tenants with waste receptacles for used PPE?**

Separate waste receptacles will be provided for PPE disposal. On-site signage will identify these waste vestibules.

## 5. Property Management

### **What measures will the Property Management Office be taking? Will they be present on-site?**

Our property management team will remain available via phone or email. We ask that you please respect the appropriate physical distancing and refrain from visiting the management office in person until further notice.

## ||| Manulife Investment Management

**Disclaimer:** The information contained in this document is intended for informational purposes only, as a resource for our tenants. However, tenants should seek their own specific professional advice concerning the use of their individual leased spaces. We do not warrant the accuracy or completeness of this document and we assume no responsibility or liability for any injury or damage to persons or property arising out of or related to any use of this document, the information it contains, or for any errors or omissions herein. The COVID-19 outbreak is an ongoing, rapidly developing situation, therefore the information in this document may not reflect the most current developments. Public health regulations and guidelines or requirements issued by federal, state and local governments or agencies will supersede the information in this document. All public safety codes, building codes, applicable laws and security requirements must continue to be followed.