WELCOME
CHAPTER SPONSORS
Webcast Speakers

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Best Practices for Return to Work in the Financial District

Prepared for IFMA Greater Toronto & South Central Chapter, May 28, 2020
Toronto Financial District BIA

#2
Financial Centre in North America

200,000+
Employees

7.5 km
PATH Pedestrian Network
Best Practices for Return to Work

- Requested by our members
- Compilation, rather than creation, of best practices
- Developed in conversation with our members
- Meant to provide a framework, allow for site specific modifications
- Second version which incorporated feedback from members
• Check in on government regulations regularly
• Three broad considerations guide most regulations:
  • General hygiene and etiquette, including cleaning, hand washing, staying home when ill
  • Physical distancing (2 metres between people)
  • Additional protection when physical distancing isn’t possible (face coverings, sneeze guards etc.)
Public Health Regulations

ONTARIO’S 3-STAGE REOPENING
- Staged plan for reopening April 27
- Assumes remote work will continue where possible
- Suggests large public gatherings will be restricted for the foreseeable future

ONTARIO’S INDUSTRY GUIDELINES
- Guidance documents for specific sectors
- Aligned with practices in this presentation

LESSONS FROM OTHER PLACES
- Delayed reopening (Brooks, Calgary, Montreal)
- Tightening of restrictions (South Korea)
Fluid, changing situation with various stages of virus progression

- Varied containment measures
- Lessons from early reopenings

Research and information aggregation to inform recommendations

- Interviews with real estate leaders
- Webinars and presentations
- Case studies

Jurisdictional summary of phased return to work plans

- Europe
- United States
- Canadian provinces
Key Assumptions

Please keep your physical distance

Wash Your Hands

Physical Distancing

Personal Hygiene
Critical Areas for a Uniform Approach

Creating new social protocols for movement of people in common areas, particularly elevators and the PATH pedestrian network.

Establishing a consistent approach to health screenings, including whether or not buildings implement them at all, for landlord workers and individuals entering properties.

Ensuring consistent use of Personal Protective Equipment (PPE) for public-facing landlord workers.

Implementing consistent, clear communications of social protocols related to physical distancing and personal hygiene.
Recommendations: Common Areas

GENERAL

• Masks and Personal Protective Equipment (PPE) disposal
• Health screenings
• Increased cleaning
• Signage with key messages
• Consideration of investment in touchless technology

ELEVATORS AND OTHER GRADE CHANGES

• Limit of 3-4 people per elevator cab.
• Maintain 3 stairs between passengers on escalators and stairs.
• Keep right and no passing on escalators and stairs.
• Provide queuing lines for elevators, stairs and escalators. Ensure adequate clearance of elevator cabs, stairs and escalators for ingress/egress.
• Evaluate ability and implications of allowing emergency stairwells to be used for lower level tenants.

Photo via Hines: hines.com/ready
Recommendations: Common Areas

ENTRANCES

• Limit property access based on occupancy load.
• Where possible, dedicate access points as IN and OUT.
• Deploy signage at building entry points with appropriate health safety, personal hygiene and PPE notices.

WASHROOMS

• Clearly communicate cleaning protocols to tenants.
• Post government-issued handwashing signage.
• Physical distancing will be difficult in these spaces.

LOBBIES, CONCIERGE AND SECURITY STATIONS

• Remove group seating or adjust to maintain physical distancing requirements.
• Use signage and decals to delineate space at concierge and security stations.
• Limit landlord workers per station to maintain adequate physical distancing.
Recommendations: The PATH

HOURS OF OPERATION

• Hours reduced to 6:00 a.m. to 8:00 p.m. weekdays until building occupancy merits pre-COVID hours.

POINTS OF ENTRY AND PROPERTY CONNECTIONS

• Maintain doors in open position.
• Establish one-way traffic flows.
• Employ clear signage on movement protocols (one-way, no passing, etc.).

PINCHPOINTS

• Keep right and no passing.
• Deploy stanchions and signage to direct traffic flow.
• Where room allows, deploy stanchions to create an open space between lanes of traffic.
Recommendations: Food Courts

LANDLORD/TENANT COMMUNICATION

• Work with tenants to reduce crowding at order and pick up points.
• Facilitate installation of plexiglass barriers.
• Eliminate reusable items, such as trays and flatware.
• Keep tenants informed about building occupancy levels and tenant schedules.

QUEUING

• Expand queuing lines and evaluate impact on pedestrian flow and access to corridors and service areas.

SEATING

• Remove furniture to reduce seating capacity or designate physical distance parameters with temporary signage.
• Remove seating closest to tenants to allow for increased queuing space.
Recommendations: Retail and Restaurants

- Tenants will be responsible for physical distancing requirements within their premises.
- Tenants should reconfigure to maximize physical distancing:
  - Limit customers as per public health regulations
  - Arrange displays and checkouts to maximize physical distancing
  - Install protective barriers between cashiers and customers
  - Deploy signage to direct movement through space
- Landlords should consider impact of queuing for store access on common area space and work with tenants to establish appropriate queuing locations.
Recommendations: Office Tenants

COMMUNICATION

• Outline tenant vs. landlord responsibilities related to return to work schedules, sick workers, health screenings, visitor access, work order scheduling, etc.

• Ensure protocols are understood for landlord workers entering tenant premises where health screenings are required by tenants.

• Communicate cleaning standards included within lease vs. cleaning at tenant expense.

SCHEDULES, BREAKS AND LATE POLICIES

• Encourage phased-in approach to return to work.

• Encourage tenants to adjust work and break schedules to reduce rush hour impact on building operations.

• Encourage tenants to evaluate late policies to account for delays due to transit and elevator capacity.

WORKPLACE OPERATIONS

• Practical tips for office operations are included in the Appendix.
Recommendations: Property Operations

• Health screenings
• Personal Protective Equipment
• Landlord workers and workspaces
• Security and cleaning staff protocols
• Supplies and equipment
• Cleaning and disinfection
• HVAC and water systems
• Goods movement onsite
• Contractor access
• Parking operations
• Leasing
• Tenant appreciation
Recommendations: Communications

KEY MESSAGES

• Maintain 2 metres of physical distance
• Wash your hands frequently
• Do not touch your face

TENANT COMMUNICATIONS

• Surveys and weekly communication
• Return to Work packages
• Promotion of retail tenants

COMMUNICATION CHANNELS

• Tenant and worker targeted apps, portals and intranet systems
• Physical signage (standing signs, digital signs, decals) in common areas and transition points
• Social media
Practical Tips for Offices

EMPLOYEE COMFORT
• **Reassure**: let employees know you care and have a plan to keep them safe
• **Communicate**: make new practices known before employees return
• **Listen**: give them the time to understand and ask questions
• **Adapt**: be flexible with employees’ individual circumstances

COMMON PRINCIPLES
• Physical distancing (desk spacing, office foot-flow)
• Etiquette and hygiene (face coverings, hand washing)
• Cleaning or eliminating touchpoints (door handles, conference phones)
• Scheduling (phased return to work, staggered arrival and departure times)
• Preparation (ensuring adequate cleaning supplies)
The Toronto Financial District Business Improvement Area (BIA) represents Toronto's premier business centre, an area that includes Union Station, the PATH underground walkway and Canada's five major banks and most prominent firms. Funding is received through a special levy on commercial real estate within its jurisdiction. Membership includes all employees and businesses in the Financial District.

With a mandate to promote economic development in the area, initiatives include improving public spaces, showcasing daily activity of our thriving businesses at www.MyTOFD.com and @MyTOFD, and identifying collaborative opportunities that ensure the Financial District and PATH are well-maintained, integrated, connected and accessible.
Questions?