



RETURN TO WORKPLACE

PACIFIC CENTRE & HSBC
BUILDING GUIDELINES

A MESSAGE FROM THE GM

I hope this message finds you well and you are keeping safe.

Over the course of the last year, we've all had to adapt to a number of unique and challenging circumstances, both personally and professionally. While the situation with the pandemic continues to evolve, there is much to be optimistic about as the vaccine rollout progresses and health restrictions are eased.

On May 25, the Province of British Columbia announced a four step plan focused on restarting business activities and social connections. As such, we felt it was appropriate to send you an update as to what you can expect when returning to the workplace over the coming weeks and months.

In this guidebook, you will find updated information on the additional initiatives and strategies we have put in place at our properties - our community - to provide a safe and healthy environment for all of our clients, customers and visitors to return to. We are very much looking forward to welcoming you safely back to the office. Please don't hesitate to contact us directly to discuss any questions you may have once you have reviewed our guide.

Sincerely,



Derek Hurley
General Manager, Pacific Centre & HSBC Building
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CF Connect
1.800.665.1000
cfconnect@cadillacfairview.com

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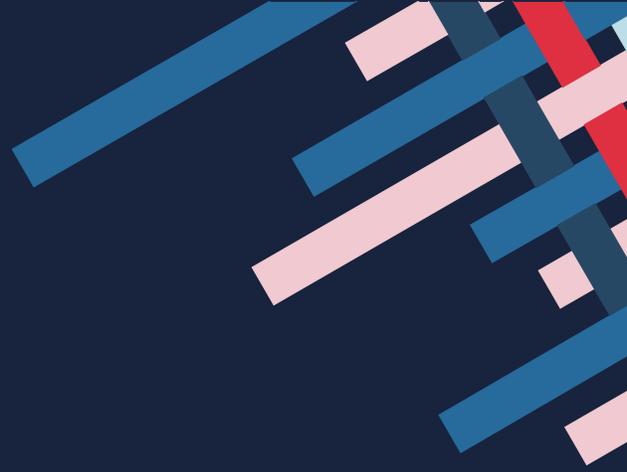


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CLEANING



Enhanced Cleaning Services

CF introduced a number of enhancements to the base building cleaning services to better address the changing needs of the building as we navigate through the COVID-19 pandemic. The following information provides a brief summary of the measures put in place by CF at this time. Please note, as the situation remains fluid, the measures outlined below are subject to change without notice.

Enhanced Daytime Services - Common Areas

Monday through Friday during Business Hours

TASK	DETAIL	FREQUENCY (APPROXIMATE)
Main Entrances (Doors)	Disinfect - glass, handles, push buttons, access card readers, stanchions etc.	Every 2 hours
Elevators/Escalator	Disinfect - glass/mirrors, handles, call/control buttons, touchscreens, access card readers, etc.	Every 2 hours
Lobby/Security Desk	Disinfect where applicable	Every 2 hours
Main Lobby Directories	Disinfect - glass and sides (touchscreen has been disabled)	Every 2 hours
All Base Building and Client Washrooms	Disinfect faucets, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles, door handles, soap dispense levers, towel dispenser levers, feminine hygiene dispense door handleswitches, etc.	Every 2 hours and as required

Base Building Showers (does not include client showers)	Disinfect - faucets, soap dispensers, towel dispensers, disposal bin, covers & lids, waste receptacles, door handles, soap dispense levers, exit door handlepoints on doors, light switches, etc.	Maintained during the day and as required
Bike Areas	Disinfect - high touch point areas	Maintained during the day and as required
PPE Disposal Bins	Disinfect - high touch point areas	Maintained during the day and as required
Hand Sanitizer Units	Disinfected and refilled	Disinfect every 2 hours and maintained during the day as required
Parkade Elevator Vestibules and Stairwells	Touch points including handrails	Disinfect every 2 hours and maintain during the day as required
Building Emergency Stairwells	Disinfect handrails and door hardware	Periodically maintained during the day as required

Enhanced Evening Services - Common Areas

Monday through Friday

AREA	DETAIL
All Base Building and Client Washrooms	Disinfect and sanitize faucets, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles, flush handles, soap dispenser levers, towel dispenser levers, exit door handle, touch points on doors and light switches
Base Building and Client Showers	Disinfect - Faucets, soap dispensers, towel dispensers, & lids, waste receptacles, door handles, soap dispenser levers, exit door handle of shower and change room facility
Bike Areas	Disinfect - high touch point areas
Hand Sanitizer Units	Disinfect and refilled
PPE Disposal Bins	Disinfect interior and exterior of bins and relined
Parkade Elevator Vestibules and Stairwells	Disinfect touch points including handrails
Building Emergency Stairwells	Disinfect handrails and door hardware

Enhanced Evening Services - Tenanted Areas

Monday through Friday

AREA	DETAIL
High Touch Point Areas	Disinfect - door knobs, push plates, handles, latches, light switches, access buttons, hand railings, sinks, faucets, etc. Touch points include areas that are typically accessed by multiple occupants within a tenant space.

Clients will be responsible for introducing any additional cleaning and disinfecting measures above and beyond the base building cleaning in their premises. Please contact Noralyn Mariano, Senior Portfolio Manager at Alpine Building Maintenance by email at nmariano@alpineservices.ca for a proposal.

ELEVATORS

- A maximum of six (6) people will be permitted per standard elevator cab, or fewer where required. Signage will be posted identifying appropriate occupant levels for each elevator.
- High touch point areas will be disinfected regularly, (minimum every two (2) hours, or more frequently based on traffic).
- CF has taken steps to ensure that elevators have been reprogrammed to balance efficiency while minimizing cab occupancy, however, we do anticipate that queuing may be necessary as occupancy levels increase over time.

**A friendly reminder,
the maximum elevator
occupancy is 6 people.**

Masks are recommended
in the common areas of the building.



Meet you there

**Reserve your
elevator time slot with**

CF LIFTPASS
BETA

 Scan the QR code below

 Book your appointment

 Ride the elevator on time



Having trouble scanning the code? No problem!
Visit: CF.LiftPass.com/609Granville

CF Cadillac
Fairview

CF Lift Pass Pilot

Cadillac Fairview launched the CF LiftPass pilot earlier this year at 609 Granville Street. CF LiftPass is a mobile website that allows users to reserve elevator rides in advance to avoid potential elevator lineups in the lobby. The pilot was conducted in anticipation that occupancy will increase and we may experience a period of higher than expected traffic in the coming months. CF LiftPass can be rolled out to reduce elevator wait times and ease the transition back to the workplace.

HVAC & BUILDING SYSTEMS



We're summarizing our revised approach to HVAC operations in response to COVID-19 below. The plan is informed by public health authorities, ASHRAE and Cadillac Fairview internal guidelines. We continue to educate ourselves on the latest regarding COVID-19 preventative measures. Our building professionals are committed to operating and maintaining our building systems to ensure that they meet or exceed applicable guidelines.

HVAC & Lighting Schedule Changes

HVAC and Lighting Hours

Regular building HVAC and lighting service hours are in place. In some cases, we have worked with tenants to reduce extensions and exceptions that were in place during regular occupancy periods, for the purposes of energy efficiency. We ask tenants to notify us directly once they are ready to reinstate these extensions and exceptions as occupancy increases.

HVAC System in Response to COVID-19

Ventilation Enhancements and Measures:

- Provide outdoor airflushing for two hours each business day, prior to normal business hours
- Optimize ventilation (provide a higher minimum level of ventilation than normal balanced with thermal comfort considerations) during business hours
- Run washroom exhaust fans 24hrs/7days a week
- Continue monthly reviews of HVAC system and building automation system by a third party mechanical engineer

Air Filtration in the Building

Filtration Enhancements and Measures:

- Enhance filtration by installing minimum of MERV 13 filters
- Filtration replacement routines including checks to ensure property fits and seals to minimize filter bypass opportunities
- Increase filter replacement frequency
- Follow ASHRAE and industry guidelines with respect to the safe handling of filters
- Continue regular Indoor Air Quality testing program

Water Quality Measures

Cadillac Fairview will be performing periodic flushing of certain Tenant owned water fixtures as set out herein, please note that this work is being done for a limited period, as a result of recent and sustained low occupancy in the Building. The Tenant is expected at all times to continue to meet its obligations to flush and service all Tenant owned fixtures and equipment.

Cleaners flush all base building water systems (e.g. washroom sinks and toilets) on a daily basis. Operators and cleaners have completed additional prolonged flushing of all base building water systems (e.g. washroom sinks, toilets and hot water tanks) and will continue to do so until occupancies increase.

TENANT'S OBLIGATION

Given the low occupancy in the buildings, the following measures should be performed within your space:

Tenants are obligated, in accordance with your lease, to flush your own equipment at least once per week for a minimum of 10 minutes (eg. Private washrooms, kitchen sinks, showers). This includes but not limited to flushing and servicing; coffee makers, water coolers, dishwashers, and any other equipment which is connected to the building's potable water system. During this time please consider replacing any filters or associated equipment based on manufacturers recommendations.

Follow manufacturer's recommendations for servicing; hot water tanks, supplemental cooling units, and LAN room equipment, or reach out to your service provider for their service recommendations.

GETTING TO WORK



We understand that many employees are considering new ways of commuting into the downtown core, as part of their own return to workplace plans. We wanted to highlight some of the new and existing options that CF is making available to tenant employees as they plan their new commute in the safest and healthiest way possible.

DAILY PARKING RATE

We are pleased to offer an exclusive, limited-time discounted daily parking rate available to CF office tenants across the Pacific Centre & HSBC Building complex.

CF office tenant employees are able to access an early bird daily rate of \$18.00 when parking between 7 a.m. and 10 a.m., Monday through Friday, not including holidays. The new daily rate will be available until September 3, 2021.

Parking at this rate is available at the following locations:

- Pender Place Parkade, parking levels P3 and P4 only
- HSBC Building Parkade, parking levels P3 and P4 only

Employees looking to take advantage of this offer are able to access the rate at each pay station. Please note that no code is required.

MONTHLY PARKING SUBSCRIPTION AND ARRANGEMENTS

Clients and employees with monthly parking subscriptions may reach out to their appropriate Parking Operator with questions, concerns or changes required to their account:

Lot 9 (CF Pacific Centre) and Lot 32 (777 Dunsmuir and Holt Renfrew):
EasyPark Vancouver
209 - 700 West Pender Street, Vancouver, BC V6C 1G8
P: 604.682.6744
E: info@easypark.ca

Pender Place Parkade and HSBC Building Parkade:
Impark/Reef Parking (Downtown Office)
300 - 601 West Cordova Street, Vancouver, BC V6B 1G1
P: 604.909.6199
E: customersupport@impark.com

TRANSIT

Translink has developed a comprehensive guide to taking transit during the pandemic. More information can be found here: <https://www.translink.ca/rider-guide/coronavirus-precautions>.

CYCLING TO WORK

Many client employees are using this time as an opportunity to introduce cycling as part of their commute to work. You can find information to help you get started below!

Daily Bike Parking

We have several daily bike parking facilities located across the complex that are open and available for office tenant employee use, free or charge, during this time. Please note that these are day-use only facilities, and we strongly recommend that bicycles are individually secured within the spaces.

Daily Bike Parking facilities are located at:

- 777 Dunsmuir - on the P1 level, opposite the loading dock
- 777 Dunsmuir - on the P1 level, at the top of the entry ramp
- 700 and 750 West Pender – on the P1 level, at the bottom of the entry/exit ramp
- Pacific Centre South Parkade (Lot 9) – Underneath 700 West Georgia, P1 level, adjacent to the Canada Line elevator
- 885 West Georgia (HSBC Building) Parkade – two facilities located on the P1 level, adjacent to the parkade vestibule and freight elevator vestibule

Please refer to map below.

Showers and Change Rooms

We have several shower and change room facilities located across the complex that are open and available for office tenant employee use, free or charge, during this time. Please note that these are day-use only facilities.

Shower and change room facilities are located at:

- 3rd floor, 777 Dunsmuir
- 2nd floor, 701 West Georgia
- P1 level of the CF Pacific Centre parkade, adjacent to the bike cages and the Canada Line elevator
Concourse level, 885 West Georgia (HSBC Building) - Opening June 2021

Tenant employees looking to access these facilities are asked to email their request to vanamenities@cadillacfairview.com, so that the appropriate access may be applied to their existing building access card.

Bike Cages & Shower Facilities



AMENITIES & FITNESS FACILITY



Bike/Shower Facilities

Remain open and accessible, with additional cleaning of high touch point surfaces and disinfection of shower facilities. Tenant employees looking to access these facilities are asked to email their request to vanamenities@cadillacfairview.com, so that the appropriate access may be applied to their existing building access card.

Meeting Rooms/Conference Facilities

Meeting rooms are now available at reduced capacities. Tenants interested in booking the Pacific Centre Meeting Room (located on the 9th floor of 609 Granville) or HSBC Building Conference Room can contact the Cadillac Fairview Management Office at 604.688.7236 or by email at vanamenities@cadillacfairview.com

CF Fitness Centre - Opening Summer 2021

Located at 885 West Georgia concourse level, the CF Fitness Centre is a newly renovated gym and shower facility. Whether our tenants are coming in for a workout, or biking to the office, we have available lockers and shower facilities at their disposal. Here you will find top of the line fitness equipment including treadmills, weight lifting machines, yoga studio, Peloton bikes and much more.

The CF Fitness Centre will be opening summer 2021 in partnership with LivNorth Fitness. More details to come!



CF Terrace Rooftop Amenity - Now Open

CF is proud to offer our Pacific Centre office client employees with exclusive access to our exterior CF Terrace amenity space, located off the 3rd floor of 777 Dunsmuir. Employees are invited to enjoy the space by taking advantage of sport zones including a full-size tennis court, half-size basketball court, yoga + pilates circle and bocce court. The space is also equipped with various relaxation and seating areas, to provide employees with an outdoor space to enjoy lunch or simply take a break from the hustle and bustle of the city streets and sidewalks below.



Reservation Process

Reservations are required to access and use the CF Terrace amenity space at this time. Reservations provide one-hour long access to a specific reserved area, and are available Monday through Friday between the hours of 8:00 a.m. to 6:00 p.m.

Please visit the linked website to create your free membership:

<https://cfwellness.cshape.net/Gym/NewMemberPurchaseMembership.aspx>

Please visit the linked website to learn more about the CF Terrace and find detailed instructions on booking:

<https://www.cfoffice.ca/property/tenants/cf-pacific-centre-office#amenities>

Please note we will not be offering equipment use or rentals; users are asked to arrive with their own equipment and ensure all personal belongings are taken away at the end of their session.

Accessing the CF Terrace:

Access to the exterior CF Terrace space is available through the 3rd floor of 777 Dunsmuir. Once on the 3rd floor, users are asked to follow the directional signage on site to reach the exterior amenity space. Users are reminded that facial masks are mandatory when travelling in building elevators and when moving through the common areas and corridors of the building. Users are also reminded to observe elevator occupancy policies in the building.

We thank users in advance for their cooperation in ensuring that this space is available in a safe and clean manner.

Should you have any questions or concerns, please contact: vanamenities@cadillacfairview.com.

PROPERTY INITIATIVES

Dine Out to Help Out Lunch Delivery Pilot

Cadillac Fairview proudly introduced our Dine Out to Help Out Lunch Delivery Pilot in partnership with Foodee in February 2021 to select office buildings at Pacific Centre. This CF office client exclusive pilot program allows tenants to order lunch online from select CF Pacific Centre Food Retailers and have it delivered directly to the main lobby of their building for pick up.

To order, request an invite at try.food.ee/cf. Place your order by 11:00 am and pick up your lunch in the main lobby at noon.

Dine Out to Help Out Giveaway:

CF Shop Card giveaway exclusive for CF office tenants. Tenants will be eligible to receive a \$15 CF SHOP! card (limited one per customer, while supplies last).

How will it work?

- Order 5 meals through the Foodee website
- You will receive an email after 5 orders to collect your gift card at Guest Services
- Visit Guest Services and collect your gift card
- The program will run until July 31 2021



Learn more at try.food.ee/cf.



Copper Clean & Touchless Automatic Door Openers at Front Entrances

Cadillac Fairview has tested out new ways to keep tenants safe in our buildings. Copper Clean Antimicrobial Surface Patches are durable, antimicrobial copper stickers that are applied to door handles, push plates, and other high touch surfaces to reduce surface borne bacteria. This technology has been installed at each main entrance of CF office tenant buildings.

As an added measure, we have installed touchless door opener controls on all automatic doors openers at our front entrances. Tenants can now simply wave a few inches away from the sensor to open these doors.

HEALTH CONSIDERATIONS

Mask Policy

In accordance with Public Health guidance, masks are mandatory in all common areas of the building including elevators, lobbies, washrooms, and in those situations where physical distancing is not possible. CF Hosts are stationed in our office lobbies and are able to provide a disposable face masks in the event you require one.

Peak Occupancy

As we anticipate your return to work within our buildings, Cadillac Fairview has made significant efforts to proactively address the expected increase in capacity. We have identified the following hours as high traffic periods, and suggest tenants stagger arrival and departure times to avoid congestion:

- 8:00 a.m. - 9:00 a.m.
- 12:00 p.m. - 1:30 p.m.
- 4:00 p.m. - 5:00 p.m.

The basic 2 metre physical distancing rule should be followed while at the property. Follow signage and floor decals at entrances, lobbies and elevators.

Reporting Protocol For COVID-19 Positive Cases

Please continue to follow the reporting procedures outlined below should one of your employees or contractors have a confirmed or suspected case of COVID-19.

- Firstly, please ensure you contact Vancouver Coastal Health (VCH) immediately for guidance
- Contact CF Management immediately so we can also deep clean common areas of the office tower, which may have been frequented by the individual(s) who are confirmed or suspected to have COVID-19, and so that we can notify the office tower community as required, in a timely manner. If you need help arranging on site cleaning, we can facilitate
- If VCH advises of any additional actions outside of what is outlined here, please contact CF Management with any updates and we can support you as required.

FOR TENANT'S CONSIDERATION

Tenants should have internal procedures in place if an employee feels unwell at work and/or demonstrates symptoms of COVID-19 (ie isolation room and procedure for sending those who have been in contact with that person home)

ADDITIONAL RESOURCES

Resources

Vancouver Coastal Health COVID-19 Self Assessment tool, frequently asked questions and additional resources and testing information:

www.vch.ca/covid-19

British Columbia's Response to COVID-19

www2.gov.bc.ca/gov/content/covid-19/info/response

BC Centre for Disease Control

www.bccdc.ca/health-info/diseases-conditions/covid-19

WorkSafeBC COVID-19 Information and Resources

www.worksafebc.com/en/covid-19

Vancouver Coastal Health

vch.ca/covid-19

BC's Restart: A Plan to Bring Us Back Together

<https://www2.gov.bc.ca/gov/content/covid-19/info/restart>

JANITORIAL ADDITIONAL CLIENT SERVICES

JANITORIAL ADDITIONAL CLIENT SERVICES Price List

Partition glass cleaning <i>(both sides)</i>	\$35 / hr.
Work station partition upholstery cleaning	\$35 / hr.
Detailed fridge cleaning	\$55 / unit
Detailed microwave cleaning	\$35 / unit
Detailed toaster/toaster oven cleaning	\$20 / unit
Dishwasher services <i>(load & unload)</i>	\$30 / hr.
Detailed drawer/cupboard cleaning <i>(kitchens)</i>	\$30 / hr.
Detailed kitchen cleaning <i>(cupboards, appliances, counters, waste areas/bins, floors)</i>	\$40 / hr.
Detailed deep cleaning of showers	\$75 / unit
Detailed cabinet cleaning <i>(offices & desks)</i>	\$35 / hr.
Upholstery cleaning <i>(minimum charge applies)</i>	\$250
Upholstery cleaning	\$10 - \$25 / pc.
Furniture cleaning <i>(leather)</i>	\$10 - \$25 / pc.
Furniture cleaning <i>(wood polish)</i>	\$10 - \$25 / pc.
Detailed cleaning of offices/workstations <i>(furniture, cabinets, window sills, floors, walls, glass)</i>	\$35 / hr.
Detailed cleaning of meeting rooms	\$30 / hr.
Cleaning staff for events	\$35 / hr.
Construction cleaning	\$45 / hr.

Waste removal <i>(requiring more than 30 min. to remove)</i>	\$40 / hr.
Detailed floor cleaning	\$35 / hr.
• Carpet cleaning <i>(minimum charge applies)</i>	\$350
• Extraction	\$0.20 / sq. ft.
• Shampoo	\$0.30 / sq. ft.
• Encapsulation	\$0.12 / sq. ft.
• Bonnet	\$0.10 / sq. ft.
• Dry	\$0.10 / sq. ft.
• Spot cleaning <i>(minimum charge applies)</i>	\$100
• Hard floors <i>(minimum charge applies)</i>	\$225
• Tile	\$0.10 / sq. ft.
• Marble	\$0.08 / sq. ft.
• Concrete	\$0.06 / sq. ft.
• Finished Floors <i>(minimum charge applies)</i>	\$350
• Strip	\$0.38 / sq. ft.
• Recoat	\$0.25 / sq. ft.
Enhanced Electrostatic Disinfection (Clorox 360)	from \$0.04 / sq. ft
Weekend and enhanced disinfection cleaning	\$35 / hr.

- The prices reflected in this list represent single services. For clients looking to bundle multiple services, an adjusted quote will be provided for your review and approval prior to the start of work.
- Some hourly services may be subject to a minimum 4 hour charge.
- Prices as of July 2021 and may be subject to change.
- All prices exclude applicable taxes.

JANITORIAL ADDITIONAL CLIENT SERVICES

Request Form

Example:

DESCRIPTION OF SERVICES OFFERED	FREQUENCY	SPECIFIC DAY AND/OR TIME TO BE COMPLETED	LOCATION	ADDITIONAL COMMENTS
Detailed microwave cleaning	Once/week	Friday's after 6pm	15th floor - Staff Kitchen	Two microwaves - one on counter and one on table by window near seating
Partition glass cleaning <i>(both sides)</i>				
Work station partition upholstery cleaning				
Detailed fridge cleaning				
Detailed microwave cleaning				
Detailed toaster/toaster oven cleaning				
Dishwasher services <i>(load & unload)</i>				
Detailed drawer/cupboard cleaning <i>(kitchens)</i>				
Detailed kitchen cleaning <i>(cupboards, appliances, counters, waste areas/bins, floors)</i>				
Detailed deep cleaning of showers				
Detailed cabinet cleaning <i>(offices & desks)</i>				
Upholstery cleaning <i>(minimum charge applies)</i>				
Upholstery cleaning				
Furniture cleaning <i>(leather)</i>				
Furniture cleaning <i>(wood polish)</i>				
Detailed cleaning of offices/workstations <i>(furniture, cabinets, window sills, floors, walls, glass)</i>				
Detailed cleaning of meeting rooms				
Cleaning staff for events				
Construction cleaning				

JANITORIAL ADDITIONAL CLIENT SERVICES

Waste removal <i>(requiring more than 30 min. to remove)</i>				
Detailed floor cleaning				
• Carpet cleaning <i>(minimum charge applies)</i>				
• Extraction				
• Shampoo				
• Encapsulation				
• Bonnet				
• Dry				
• Spot cleaning <i>(minimum charge applies)</i>				
• Hard floors <i>(minimum charge applies)</i>				
• Tile				
• Marble				
• Concrete				
• Finished Floors <i>(minimum charge applies)</i>				
• Strip				
• Recoat				
Electrostatic disinfection (Clorox 360)				
Weekend and enhanced disinfection cleaning				
Other services not listed				

Please note that this request form does not constitute a quote or agreement to provide services. Your request will be reviewed and a formal quote will be provided for your consideration and approval prior to the start of work.

CLIENT CONTACT INFORMATION	
Name:	
Phone:	
Email:	
Company Name:	
Building:	
Date Submitted:	