



A path  
built  
together.

## WHAT`S NEXT: Back to Work

A guide to coming back to work after a pandemic and what KRP Properties is doing to manage this new normal.





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## Introduction

First and foremost, KRP would like to express our sincere thanks to everyone for pulling together and doing their part during these unprecedented times. It hasn't been easy but, we are so proud of how we reacted as a community in the Parks and supported each other.

The overall policies and guidelines on how we all return to work will be outlined by Ottawa Public Health, the Provincial Government and any other applicable governing bodies. Looking at these guidelines, along with recommendations based on industry standards, KRP has put together this handbook as a reference to operational and social expectations moving forward in the foreseeable future.

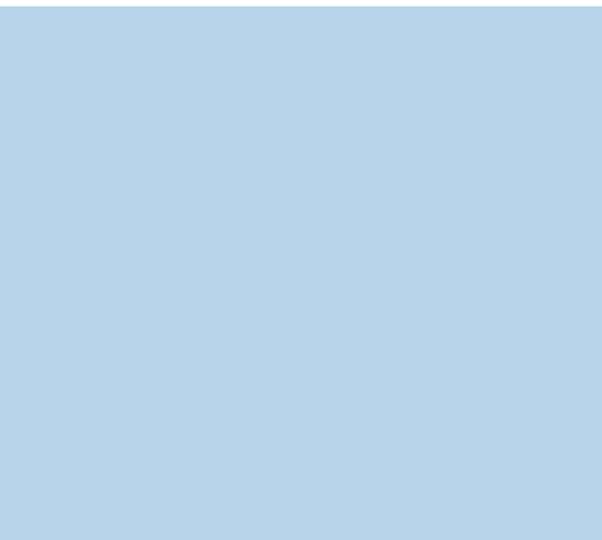
**Our main goal is to ensure that everyone feels comfortable, safe and confident to return back to the workplace.**

This has been an emotionally trying time for many of us – we understand that nothing is more important than our mental and physical health. It is important we work together, take ownership of our actions, respect our neighbours and continue to practice good personal hygiene and physical distancing as we return to our workplaces. We need to be flexible and accommodating to manage the upcoming changes as they unfold in order to respond, recover and thrive in this new age.

KRP understands that our focus must be on The People, The Building, Tenant Tips and The Communication. Included here is a guideline outlining KRP's readiness plan and how we intend to move forward together.

***Please note that the following are guidelines based on industry best practices. These recommendations do not substitute or supersede any laws or recommendations set forth by OPH or any other relevant governing bodies.***





## The People

We all know that human interaction is not something we can replace with technology, although technology has proven invaluable in staying figuratively close during this pandemic. It is for all of you that we have put together this handbook – to protect one another and collaboratively design a new path forward. All guidelines contained within concerning health and hygiene come from [Ottawa Public Health \(OPH\)](#) - when in doubt, follow the regulations and guidelines set forth by OPH directly.

### General Hygiene and Etiquette

Maintaining good hygiene is especially important outside of the home where our own actions have direct implications on others. We want to remind you that handwashing is one of the simplest and most effective defenses against viruses and bacteria and is widely recommended by public health officials. It's recommended you:

- Wash your hands regularly;
- Use hand sanitizer between washes as required (or when soap and water are unavailable);
- Avoid touching your face;
- Stay home when feeling ill.

### Be Self Aware

- Understand that your neighbour may not be on the same comfort level as you;
- Be cognisant of your surroundings;
- Pay attention to signage and direction instructions;
- Identify and create your own distancing plan and best practices.

### Physical Distancing

As is noted throughout this document, physical distancing is of the utmost importance. Please take care to respect posted guidelines and others' personal boundaries.

- Keep 2m (~6ft) away from others whenever

possible;

- Avoid confined spaces. If you must use a confined space such as a stairwell, elevator or common washroom, limit occupancy to no more than 2 people;
- Avoid gathering in groups, even small groups, particularly in common areas;
- Physical distancing isn't social distancing – say 'Hi' with a smile, wave or a nod!

### Safeguard the Well-being of our Employees, Tenants and Guests

- PPE (personal protective equipment) masks, gloves and eyewear will be used by KRP when necessary and as designated by Ottawa Public Health;
- Follow instructions on posted signage to ensure safety measures are met. This includes measures on personal hygiene, physical distancing and other safety precautions that may affect you;
- We want to reiterate that feeling safe and comfortable coming into the office is our priority. Stay focused on the positives!

### Business Partner Protocols

As with many companies, KRP is hoping to return to 'business as usual' as soon as possible. As a vital stepping stone on this path forward, we're enrolling not only our staff but, our vendors and trades in a return to work safety policy. Vendors and trades will be required to:

- Schedule all work and meetings ahead of time – 'drop-ins' will not be permitted;
- Wear PPE as appropriate;
- Practice physical distancing until further notice;
- Follow the policy and procedures set out and amended from time to time by OPH, Province of Ontario and KRP Properties.

# The Buildings

## COMMON AREAS

### Pinch Points

Inevitably, we will cross paths with one another as there are several areas within buildings prone to congestion ('pinch points'). It is how we deal with these areas that's most important! We will be implementing Right of Way measures.

- a. Wherever possible, stay to your right and do not pass. When entering a foot path intersection, give priority to the person(s) on your right;
- b. Where applicable, follow signage with designated direction of movement.

### Building Entrances, Exits and Other Points of Entry

KRP will closely monitor the occupancy and volume of each property and adjust access as required. It's important we keep a consistent flow of traffic and ensure that everyone feels safe and comfortable as they enter the buildings. To do so, we're:

- a. Designating 'In' and 'Out' doorways / access points where applicable. For those buildings that have multiple main entry doors, we will designate one set of doors to enter the building and another to exit. Where this is not feasible, we will keep traffic to the right and request right of way be given to those exiting;
- b. Limiting the amount of entry points to the buildings when possible;
- c. Making available sanitizing stations at every entryway;
- d. Regularly disinfecting key touchpoints (doors, handles, buttons etc.).

### Lobbies, Hallways and Seating Areas

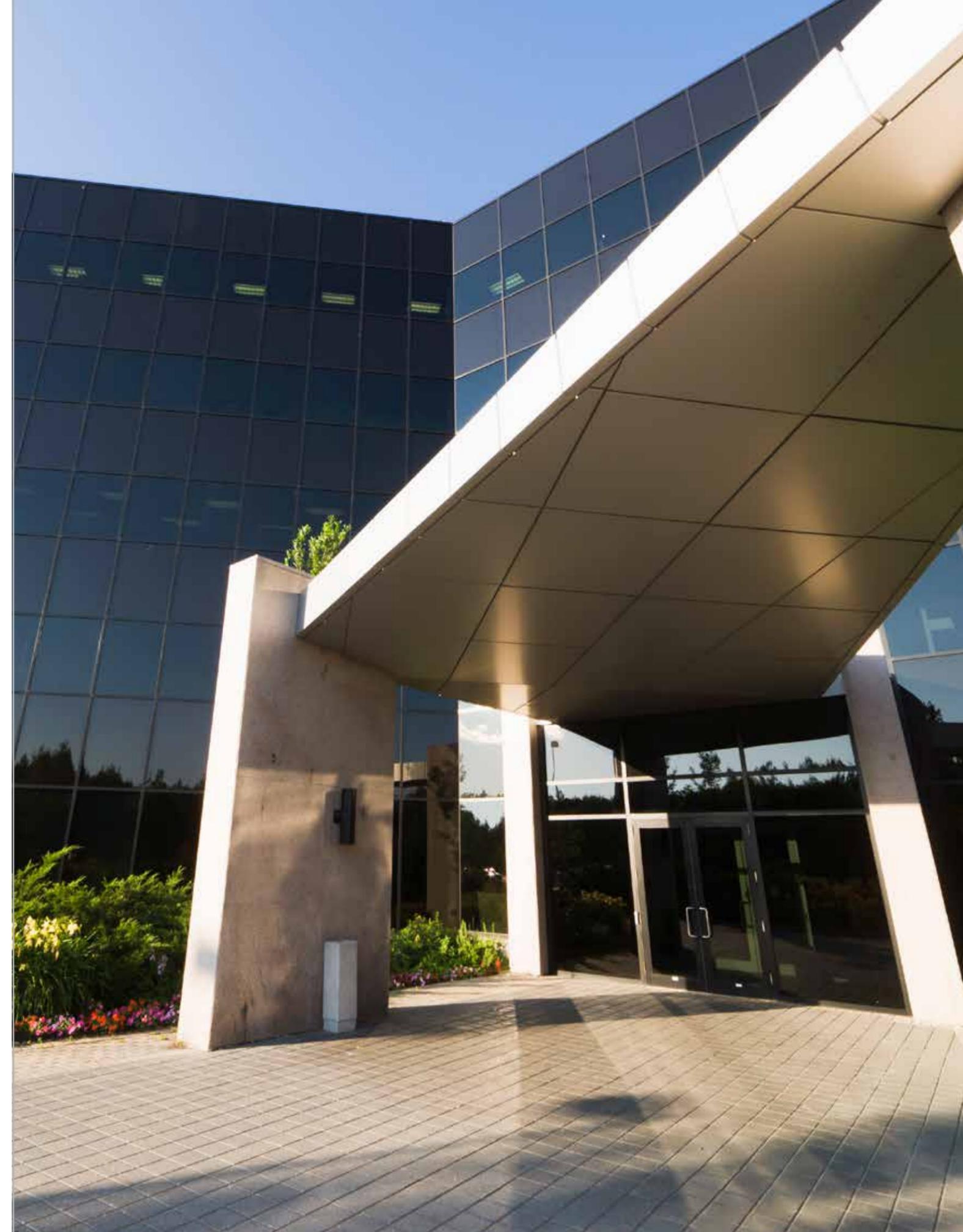
While common areas in our buildings are there to be enjoyed, we all understand that it's important to limit gatherings for some time until it's once again safe to do so. In order to facilitate pedestrian traffic and adhere to physical distancing protocols, we're:

- a. Posting directional signs to facilitate traffic flow, where appropriate and where possible;
- b. Gatherings in common areas are to be put on hold at this time. No loitering;
- c. Reducing seating availability in common spaces;
- d. Removing newsstands and communal flyers;
- e. Restricting use of common water fountains and drinking stations.

### Stairwells

Due to safety and security, these recommendations are for the general use of common stairwells. During an emergency, however, please follow standard evacuation protocols. Where possible we will implement the following:

- a. Designating up and down stairwells where applicable;
- b. Establishing protocols for stairwell use:
  - i. Keeping right
  - ii. No Passing
  - iii. Maintaining a distance, of three stairs between individuals;





## Elevators

The sizes of elevator cabs vary and reduce the ability to meet physical distancing protocols of 2 meters without limiting passengers to one or two. We understand the need to keep traffic moving and are implementing the following as compromise:

- Limiting occupancy based on size of cab;
- Instructing passengers to select destination then move to furthest open space from the door;
- Posting signage with key messaging indicating occupancy levels, spacing, orientation, etc.;
- Disinfecting touchpoints regularly.

## Washrooms and Shower Rooms

It's critical we practice safe distancing protocols and reinforce cleanliness in washrooms and shower rooms given they are heavily used areas requiring specialized care. The following are measures that will be put in place:

- Limiting occupancy in washrooms / shower rooms. If there is more than two people, queue outside;
- "last serviced" signs in washrooms will be updated by cleaning staff regularly;
- The posting of government-issued signage related to hand washing;

- The installation of specialized disposals for PPE;
- Prohibiting the use of washrooms and shower rooms as personal storage areas.

## Loading Docks and Service Areas

The shipment and receiving of goods, is essential to many businesses within the Parks, whether that be through loading docks or other service areas including front or back entryways. When scheduling any deliveries for your business, please:

- Contact KRP to schedule deliveries a minimum of 24 hours in advance;
- Ensure those working in loading docks and common entrances are wearing appropriate PPE.

## The Great Outdoors

KRP has worked hard to create an expansive outdoor environment for us all to enjoy. We would like everyone to continue to appreciate these spaces while respecting the following limitations:

- Reducing picnic and bench seating to adhere to physical distancing requirements;
- Maintaining a 2m (~6ft) distance when utilizing the walking and bike paths;

- Reducing occupancy in smoking shelters to a maximum of 2 people at a time;
- Putting gatherings in common outdoor areas on hold (as is the case for indoor spaces).

## BEHIND THE WALLS

### Heating Ventilation and Air Conditioning (HVAC)

KRP has consistently upheld an HVAC maintenance program meeting or exceeding ASHRAE standards for HVAC practices. It's important to note that scientific research to date is not definitive on the effectiveness of implementing additional technologies in these areas to reduce risk related to COVID-19 and other infectious diseases. Regular handwashing, physical distancing and maintaining good respiratory hygiene are currently considered the most effective ways to prevent the spread of infection. In conjunction with these hygiene and physical distancing best practices, recommendations regarding building systems have been made and KRP has implemented the following:

- Continuing our robust HVAC maintenance program;
- Increasing outside air ventilation rates;
- Implementing additional filter changes using Minimum Efficiency Rating Value (MERV) 8 and Bag/Boxes filter (MERV 14).

### Water Systems

Throughout the past several weeks, while you have been doing your part to by practicing physical distancing and working from home, KRP has been rigorously and thoroughly maintaining all buildings within our portfolio as an essential service. For instance, we're:

- Continually heating domestic hot water tanks to ensure legionella cannot develop;
- Running cold and hot water on each floor and the furthest point of service in the building for 5 minutes to clear the system of potentially stagnate water;
- Contacting water treatment service providers to arrange for inspections and

perform necessary tests where applicable.

## Cleaning and Janitorial

KRP remains vigilant with our enhanced cleaning protocols for all shared spaces. Proper cleaning is paramount, and we have nothing but praise and gratitude for the frontline janitorial staff, as well as our operations staff, and the work they have performed to continue to ensure our health and safety. KRP has remained vigilant with our enhanced cleaning protocols for all shared and common spaces within the buildings by:

- Identifying high traffic and touchpoint areas to focus our enhanced cleaning protocols;
- Repeating disinfectant cleaning of common area touch points including but not limited to door handles, elevator buttons, handrails, etc.;
- Implementing acknowledgement sheets to visibly recognize cleaning frequencies;
- Adjusting cleaning schedules based on occupancy and traffic patterns;
- Maintaining an adequate inventory of cleaning and paper supplies to satisfy our needs;
- Developing a plan to determine what the "new normal" specifications look like moving forward.

# Tenant Tips

As we all prepare for our return to work and what that will look like for our employees, KRP would like to share with you a few tips and recommendations you may want to consider and tailor to your organization's specific needs as you develop your own back-to-work policies.

## General Occupancy and Operations

The gradual return to the workplace schedule begins with essential personnel first. There are several ways to prioritize and balance the needs of onsite employees with others, such as:

- a. Phasing in the re-introduction of onsite employees to gradually increase occupancy back to pre-pandemic numbers. Have employees that are best suited to work from home, continue to work from home;
- b. Staggering employee onsite start times throughout the day to avoid congestion at 'pinch points' in common areas, elevators and entryways into your suite(s). ex. Grouping employees into start times of 8am, 8:30am 9:00am and 9:30am etc.;
- c. Alternating employee lunch hours and break times to minimize congestion or overflow in your breakrooms;
- d. Reducing the number of employees permitted in a breakroom(s), lunchroom(s) or at coffee station(s) at any given time;
- e. Loosening policies regarding employee tardiness. Keep in mind the reduction of occupancy in elevators and stairwells could prolong travel and wait times;
- f. Ensuring you are sharing all relevant information with your employees and visitors on the steps you are taking within your organization.

## Health and Safety

Health and safety concerns are undoubtedly top of mind when it comes to all staff, particularly those onsite. While we'd like to reiterate that Ottawa Public Health is your best resource for up-to-date guidelines on health and safety in general and in relation to COVID-19, the following are several policies worth considering in order to protect our most vulnerable:

- a. Providing all workers with relevant PPE when necessary. Please note that there are known shortages / delays for items such as latex gloves, sanitizers and medical-grade facemasks – should you anticipate requiring them for your team, we recommend placing your orders as soon as possible;
- b. Implementing a stay-at-home policy if you are sick or unwell. General public health guidelines suggest to stay home if you have any of the following symptoms:
  - i. Cough
  - ii. Fever
  - iii. Difficulty Breathing;
- c. Encouraging personal assessment obligations and self-isolation directives for when employees should not come to work. Our government has requested that everyone self-isolate for fourteen days who has met the following criteria:
  - i. Anyone diagnosed with COVID-19, or who is waiting to hear the results of a lab test for COVID-19
  - ii. Anyone showing any symptoms of COVID-19, even if mild
  - iii. Anyone who has been in contact with a suspected, probable or confirmed case of COVID-19
  - iv. Anyone who has been informed that they may have been exposed to COVID-19, be it through public health officials or self-assessment tools
  - v. Anyone who has returned from travel outside Canada with symptoms of COVID-19;

- d. Implementing health screening protocols, for example a standard health questionnaire or thermal scanning. As required, a stay-at-home policy (above) should support this process – consider additional steps such as denial of entry processes should they be required;
- e. Implementing a clean desk policy - provide your employees with disinfectant wipes and sanitary sprays to allow for thorough cleaning and sanitation of workstations on a regular and more frequent basis.

- e. Installing a barrier (for example a plexiglass shield or other physical distancing mechanism) at your reception desk or any area where visitors are frequent;
- f. Provide each employee with their own desk/workstation, equipment (i.e. headset or mouse and keyboard) and stationary.

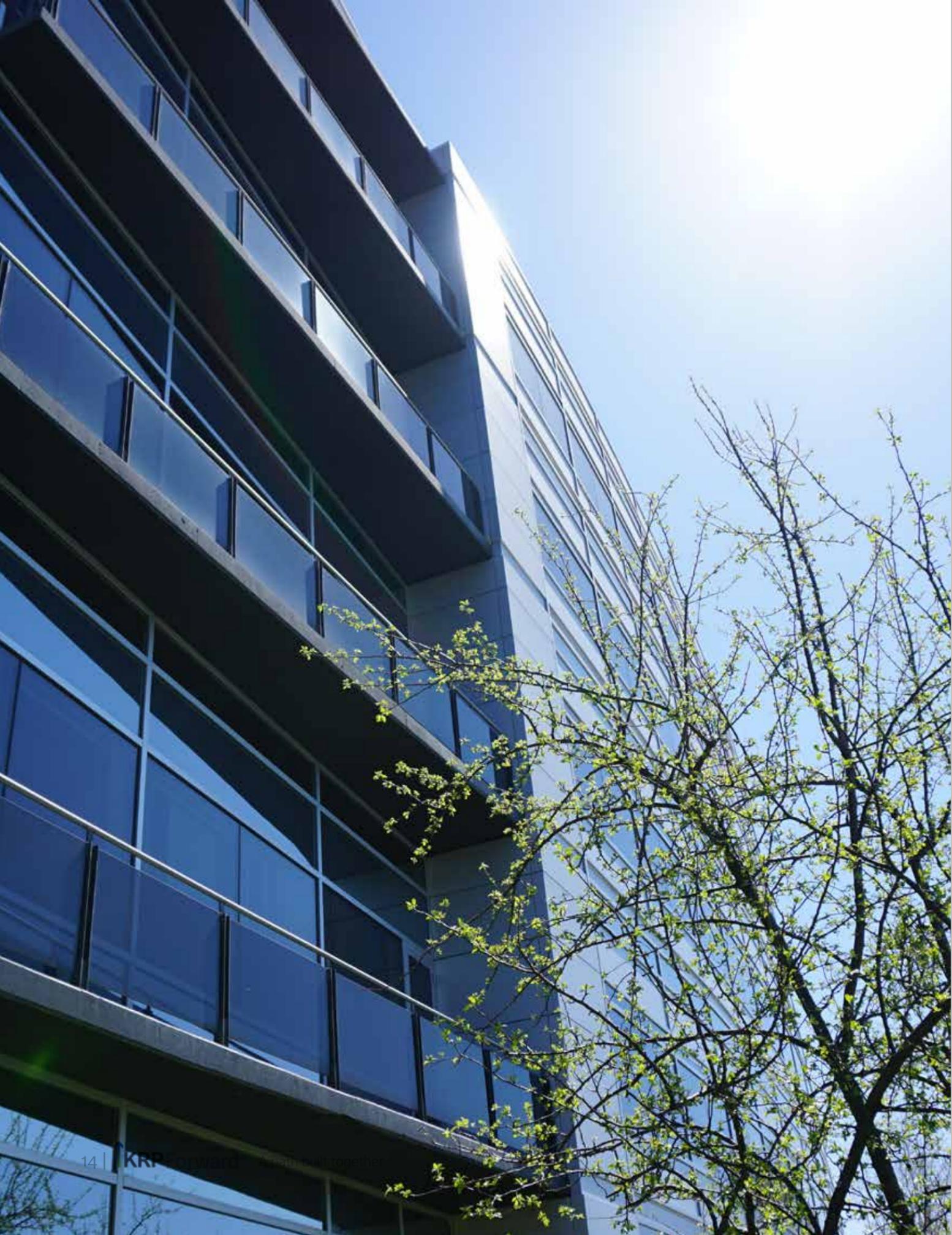
## Visitors and Deliveries

It is important that your visitors and delivery services are familiar with your designated office protocols prior to their arrival. Remember that KRP required a minimum of 24 hrs notice when scheduling deliveries (see Loading Docks and Service Areas, above).

## Orientation and Density

Maintaining physical distancing protocols as much as possible is important during and post pandemic. You may wish to review office and workstation configurations to better support physical distancing. This could include:

- a. Developing a protocol for movement (pedestrian traffic) within your office. Such as establishing 'In' and 'Out' doors where possible and controlling circulation in the form of arrows placed in clockwise patterns or directional laneways, for instance;
- b. Removing every second chair from your board room and limiting the number of people in physical meetings;
- c. Reducing your office density by occupying every second workstation and by installing physical barriers between workstations where employees are in close proximity and/or facing each other;
- d. Reducing the occurrence of shared workstations for the foreseeable future. If this is not possible, try to reduce the frequency of use in these areas;



## The Communications

This handbook is publicly available [on our website](#) should you wish to share with others (which we encourage). We suggest both physically and digitally posting this document, along with the printable handout summarizing individuals' responsibilities within the Parks, in a prominent location for your staff. We've done our best to ensure that the policies and procedures outlined in this handbook reflect your needs as well as the needs of the community at large. The handbook may be updated and re-posted to our website as needs change moving forward.

**While this handbook covers safety precautions in common areas and in building functions, we encourage all businesses to develop their own back-to-work policies and procedures coupled with the resources to support them.**

These policies may include expectations on staggered re-entry to the workplace, reporting travel, and physical distancing options for holding meetings (see recommended policies, above). It is our hope that local policies will complement each other and further reduce the presence and risk of contracting communicable diseases in the future.

Any feedback in the form of questions or concerns is welcome at any time – please contact your Property Manager with these comments. Our aim is to be transparent while maintaining security throughout the Parks. We thank you in advance for equally sharing any relevant information with us as we **build this new path forward together**. Together, we will come out of this pandemic stronger and better prepared for the future.



## Appendix

External Resources

Printable Office Poster on How YOU Can Help:

*WHAT'S NEXT: Back to Work Guidelines for  
in the Building and Around the Office"*

## External Resources

Ottawa Public Health | [Twitter](#) [Facebook](#) [Web](#)

Ontario Ministry of Health | [Twitter](#) [Facebook](#) [Web](#)

Health Canada / Public Health Agency of Canada | [Twitter](#) [Facebook](#) [Web](#)

# WHAT'S NEXT: Back to Work

## General guidelines for in the building and around the office

### PERSONAL CARE

Use common sense - be diligent about personal hygiene and stay home if you're feeling unwell. The use of Personal Protective Equipment such as gloves or civilian masks may be necessary.



### OPEN COMMON AREAS

Hallways, seating areas, stairwells

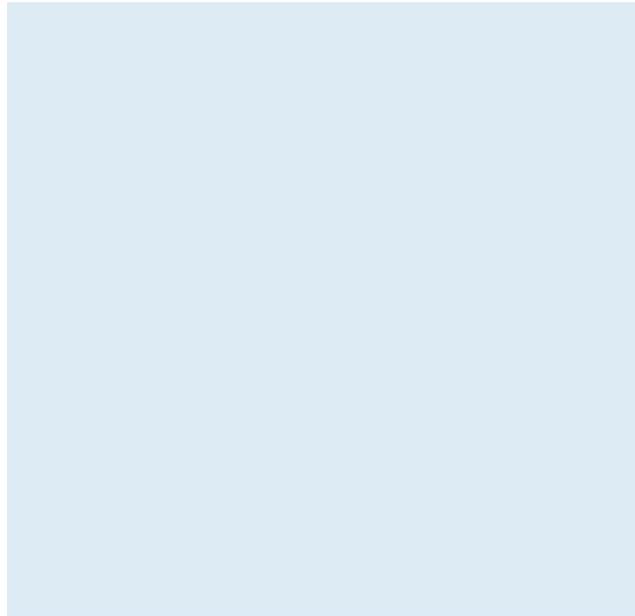
No loitering permitted at this time.  
Be sure to remain 2m (~6ft) away from other individuals.

### CONFINED SPACES

Washrooms, shower rooms, elevators

Groups of more than two people in confined spaces such as washrooms, elevators and shower rooms is discouraged.





***KRP Forward, a path built together.***

KRP Forward is a reflection of our collaborative approach to paving a new path forward that is progressive and innovative all the while supporting community needs.

