

August 11, 2021

All Tenants

RETURN TO WORKPLACE RETAIL TENANT GUIDANCE

We're keenly focused on providing you with support and guidance, as you prepare for your return. We look forward to welcoming you back!

The Scotia Plaza property management and operations teams are following an action plan that draws on industry best practices and adheres to the advice and guidance from provincial governments and public health authorities to place the health and safety of our tenants first.

Our Commitment to Providing a Healthy and Safe Workplace

BentallGreenOak's approach is guided by the **Fitwel Viral Response Module (VRM)**. Fitwel is a third-party certification system that aligns with the best science available to meet the practical needs of our buildings. Through innovation and collaboration with global health experts and trusted industry advisors, **Fitwel Viral Response Module (VRM)** sets the global standard for safeguarding occupant health and wellness in response to COVID-19 and beyond.

BentallGreenOak's Canadian real estate management group has been certified by Fitwel for the **Viral Response Module (VRM)**. Through this certification process, the following strategies have been verified to support and enhance BentallGreenOak's commitment to providing a healthy and safe workplace.

- ✓ **Enhanced Cleaning**
Our measures exceed industry standards, and all cleaning products used are proven to be safe and effective
- ✓ **Hand Hygiene**
Hand sanitizing stations are available throughout our common areas. Supplies are restocked as needed and checked daily
- ✓ **Enhanced Indoor Environments**
Our air ventilation and filtration control strategies help diminish the risk of aerosol transmission
- ✓ **Prompts for the New Normal**
Posted signage and decals in our common areas encourage physical distancing and Personal Protective Equipment (PPE) use throughout the complex
- ✓ **Personnel Protection**
All BentallGreenOak personnel and onsite vendor partners must use Personal Protective Equipment (PPE) and follow strict protocols when entering property suites and travelling throughout the complex
- ✓ **Pandemic Preparedness Plan**
Our team continues in its mission to cross-train employees and ensure that critical property functions are maintained

- ✓ **BentallGreenOak Employee Health Screening**
BentallGreenOak employees and contractors are required to complete a health screening questionnaire before receiving access to the property

RETAIL TENANT EXPECTATIONS: WHAT TO EXPECT WHEN YOU RETURN

BentallGreenOak's return to workplace plan has been developed with flexibility so that it can be implemented to meet property-specific needs; the easing of physical distancing and other restrictions will vary based on each jurisdiction and its re-opening stage.

Requirements for Personal Protective Equipment (PPE)

The use of non-medical face masks in public has been demonstrated to reduce viral spread from asymptomatic individuals. Personal Protective Equipment (PPE) standards and recommendations will be consistent with guidance from provincial public health authorities. At this time, non-medical face masks are required throughout the complex.

Personal Protective Equipment - Disposal

Due to the single-use nature of many face coverings, we ask that all tenants be responsible when disposing of their used face masks and other PPE. Where possible, we have provided dedicated PPE receptacles meant for masks, gloves, and other used PPE.

Elevators, Escalators and Stairwells

Based on local health regulations (and where applicable), elevator systems may still be operating at reduced capacity, permitting a maximum of 4 persons in each cab at a time. Where applicable, signage and decals have been installed inside elevator cabs to guide where and how to stand to meet distancing recommendations. At this time, non-medical face masks are required to be worn in the elevators at all times.

When using the escalators and stairwells, do your part and stay apart and maintain at least a three-stair distance, and please do not pass.

Washrooms

We continue to require the use of non-medical face masks in the washrooms and ask that physical distancing be maintained (if possible). In addition, we ask that tenants avoid touching their faces and ensure that they follow all recommended hygiene protocols posted throughout the washroom facilities. Signage remains in place as a reminder of handwashing and hygiene best practices.

Life and Fire Safety Procedures

Evacuation procedures (as outlined in your fire safety manual) will remain unchanged; please review your assigned muster station and consider how to maintain physical distancing in the event of an evacuation. Please update the Property Management team on any personnel and staff who will require assistance in the event of an emergency evacuation.

Confirmed Cases

Open and regular communication is critical to keeping everyone safe. Therefore, please notify our property management team if any employee or visitor discovers that they are suspected of or tested positive for COVID 19. Please specify the person's last day in the building and the areas they visited in the 14 days before receiving positive test results.

RETAIL TENANT TIPS: RETURN TO WORKPLACE

The intensity and type of health security measures implemented should be based on conditions in your area and advisories from local health authorities. The easing of physical distancing and general restrictions will vary based on each jurisdiction and its re-opening stage.

Scotia Plaza will be following local guidance on capacity limits within retail areas. Soft seating will be offered at limited capacities. Hand sanitizer will be readily available throughout the building and signage will remain in place to remind customers to maintain physical distancing.

The following should be considered within retail tenant spaces. These tips will help manage your employee and customer safety and comfort:

- Regardless of opportunity, do not open until your store is ready to safely welcome customers; communicate your re-opening dates and plans with the management team
- Review your store plan-o-gram and layout and remove and adjust accordingly to ensure physical distancing is possible
- Prepare signage and an in-store communication strategy to ensure customers are aware of the measures that are in place (specific to your location)
- Develop a strategy for customer waiting areas should your store need to limit occupancy
- Wherever possible, provide a line within your space that provides room for customers in line to practice physical distancing. Work with your onsite management team in advance to determine how overflow will be managed, if common area space is required
- Consider your strategy for aisle direction, usage of change rooms where applicable, return policies, seating, and public restrooms (if available) in your space
- Review your entry and exit points and how you can direct traffic to minimize pinch points in these areas by designating specific directions for specific entries or splitting spaces
- If not already in place, provide your team with Personal Protective Equipment (PPE), including plexiglass shields at cash registers and encourage contactless payment
- Develop and deliver training to help manage customer interactions and ensure your team is updated daily on any changes in restrictions, such as capacity limits of mask usage that may impact the customer experience
- Flush the taps in your sinks by running taps for up to 10 minutes before entering your suite for the first time, particularly after a lengthy period of closure
- Institute a strict "stay at home" policy if any employees do not feel well; ensure your onsite teams are familiar with requirements to report any illness to the mall management team without delay

This information, along with other relevant Return to Workplace Tenant Guidance can be found on our website at scotiaplaza.com/covid-19.

Please let us know if you have any questions or if you require further assistance.

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