

A Warm Welcome Back To Eighth Avenue Place

The Path Forward Plan



Hines

Eighth Avenue Place has a tailored
plan of action with you, your
employees and visitors in mind.

A Warm Welcome Back to Eighth Avenue Place

The coronavirus pandemic has been one of the most challenging issues we've faced. The world was changed in unbelievable ways, and in a compressed timeframe unlike anything we have seen before. It has tested our health, our humanity, our adaptability, and our resilience as people – demanding an immediate refocus on the “right now,” alongside the parallel plan to be well-prepared and adaptable for the “after.” The Property Management Team at Eighth Avenue Place has successfully managed through these challenges and is ready to welcome you back!

Recent global trends with respect to COVID-19 are showing signs of improvement. Several health organizations (e.g., CDC, WHO, PHAC, AHS.) have recently updated their recommendations, and local governments are adopting these recommendations on different time-lines. As we get closer to a time when more people are returning to Eighth Avenue Place, – we want to share actions we have taken while you were away to help you, your co-workers and guests feel more comfortable with coming back to work – based on The Path Forward Plan.

Please stay tuned for more information as we evaluate our building COVID safety measures to align with the evolving health guidance and where there is no conflict with applicable federal, provincial, or local regulations.

The Eighth Avenue Place team have been here almost every day, as have some of you. While some have been in the office, in some cases, others have not been here in over a year or two. To all of you we say, “Welcome!”

While it feels exciting to have you back at the building, there will be some adjustments as you allow yourself time to reset and get comfortable with The Path Forward Plan, just like we did when we began working from home.

Remembering that our primary goal is to ensure the health and safety of our customers, guests and building personnel, we look forward to partnering with you toward this mutual objective.

All of us at Eighth Avenue Place are so excited to welcome you back and provide you with the highest quality of service.



While You
Were Away



We continued to care for Eighth Avenue Place and essential workers while operating at a reduced capacity. Guided by our premier standards, we will continue to take the following actions to not only keep buildings operational, but also ensure that your return is safe.

Provided comprehensive cleaning and disinfection to maintain building readiness

Monitored and maintained the property's indoor air quality profile

Operated plumbing system fixtures to maintain water quality

Strategically installed hand sanitizer stations throughout common areas, amenities and washrooms

Posted guidance and/or instructions as directed by the government and local officials

Continued to maintain Fire Life Safety procedures including planning virtual Emergency Response Training



Your
Arrival



As we continue a clean and conscious journey together, there will be actions each of us can take to create a comfortable and safe environment for all.

Continue sanitizing your hands prior to building entry and utilize contactless access at entrances/exits and parkade

Masks are no longer required however building personnel will continue to wear their masks until Step 3 (Path Forward Plan)

Health and temperature screenings remain in place for building personnel, service partners, contractors and vendors

Physical distancing is no longer required in common areas, elevators, stairwells and pathways

Pay attention to important building communications

Lobby furniture is no longer reconfigured to support social distancing and limitations on gatherings is not required

The Conference Centre and Bicycle Parking and Shower Facilities are open with no restrictions. The Fitness Centre is fully operational and indoor fitness classes have resumed.

An advertisement for an elevator. The elevator is set within a wall of large, multi-colored stone tiles. The interior of the elevator has grey walls and a dark grey floor. Four blue circular stickers are placed on the floor, each with two white footprints and the text "Thank you for keeping your distance". The text "To Your Floor" is written in a large, white, serif font across the center of the elevator's interior wall. A control panel with two buttons is visible on the left wall of the elevator, and a small black rectangular sign is mounted on the stone wall above the door frame.

To Your Floor



As you return to your space and gradually adjust to daily activities, approach your re-entry with a heightened sense of observation and actions that you can take to maintain a safe environment for yourself and those around you.

Utilize hand sanitizer stations in elevator lobbies

Know that all touchpoints including elevator call buttons will continue to be sanitized on a frequent basis

Washrooms are cleaned and restocked twice during business hours and again in the evenings

Reduced queuing etiquette and elevator occupancy limitations are no longer required

Not everyone has the same comfort level entering an elevator and may request to enter on their own

We recommend carrying your access card at all times as most floors will remain secure except for reception floors.

If you forgot or lost your access card, visit the east or west tower Concierge Desks for assistance. Upon confirming your credentials, a temporary access card will be provided. Please Note: Building personnel cannot provide access to your premises and tailgating is not permitted.



In
Your
Office



Each of us can play a role in creating healthy, safe workspaces. As you return to your individual offices and work areas, consider the points below as we all navigate this new normal.

Know that enhanced cleaning protocols continue each weekday evening on your floor including disinfection of all work surfaces and touchpoints in all offices, workstations, reception desks, boardrooms, printer/copy rooms, kitchens & washrooms

Housekeeping will not clean occupied work areas, but will reschedule an appropriate time to return

Ensure your desk is cleared at the end of your work day to allow Housekeeping staff to fully disinfect your workspace

Housekeeping staff will not touch or move personal items or electronics.

Operations will continue to respond to your work order requests masked and physically distanced



Doing
Our Part

The health and well-being of our customers, guests, visitors, building personnel and service partners is our top priority. We implemented a number of building measures at Eighth Avenue Place to promote your safe return. You will notice the following changes upon returning to the office:

Enhanced cleaning, disinfection and security protocols remain in place

Housekeeping no longer dust surfaces; they use a 2-wipe method (cleaning & disinfecting) with a hospital grade disinfectant

We maintain stringent air quality standards including increasing outside air and exhaust throughout the building, which improves ventilation

Property Management will no longer report COVID-19 cases after Step 3 of the government's Path Forward Plan.

Building personnel will continue to wear masks until further notice and will manage service requests with no contact or during off-hours

Building events will transition to a hybrid of model of virtual and in person

As always, we will stay closely partnered with our customers, guests, services partners, contractors and vendors to provide the best high quality service

In early 2020, we activated our comprehensive pandemic plan which we've had in place for more than 15 years and update regularly.

Since that time, a firm-wide COVID-19 Product Review Group was formed to serve as a central review body to investigate further and develop a house view. Hines also formed a second working group, COVID-19 Airborne Transmission Working Group, focused on the continued understanding of the airborne nature of COVID-19.

Many of our services are provided by third parties who continue to work together with Hines to ensure that we service you with the most dynamic, up-to-date information and procedures.

Housekeeping

The Housekeeping Department continue enhanced cleaning by disinfecting high touchpoints and travel areas.

Using Hines' industry-leading standards, the Housekeeping Department is hyper-focused on sanitizing common areas like points of entry, lobbies, elevators, and washrooms with even greater frequency and care.

Electrostatic disinfection will continue in the fitness and bicycle parking facilities. This innovative technology charges the molecules of a cleaning solution so that the solution wraps around and clings to entire surfaces, providing a 360-degree disinfection where it is applied.





Security

Security personnel are available to assist customers and the Security Control Centre (located across from the East Tower Concierge Desk) is open 24/7 or you may contact them directly at 403-592-2870 or via email eap.security@hines.com.

Parkade Facility

Parkade management personnel will be available to support any parking or bicycle parking needs. You can contact them directly at 403-592-2874 or via email at eap.parking@hines.com.



Loading Dock & Messenger Centre

All contractors and vendors will continue to complete their health screening and check in at the Loading Dock. Masks are not mandatory for contractors or vendors unless their company or tenant requires it. Each individual worker is required to carry an access card and swipe at each location they access.

You can contact these departments directly at:

Loading Dock at 403-592-2873 or via email eap.loadingdock@hines.com

Messenger Centre at 403-592-2875 or via email eap.messenger@hines.com

As always, the Eighth Avenue Place team works diligently to provide meticulous service. We continue to take increased measures to encourage safe practices. Additional precautions taken include, but are not limited to the items below.



Signage

We have removed all COVID-19 signage throughout the property and replaced it with information to help you navigate as you return to the workplace.

Masks/Physical Distancing

Masks and physical distancing are no longer mandatory, however, building personnel will continue to wear their masks until further notice.

Elevators

The number of occupants in elevators is no longer limited. While you were away, we continued to conduct preventative maintenance and safety testing and inspections in preparation for your return.

Restrooms

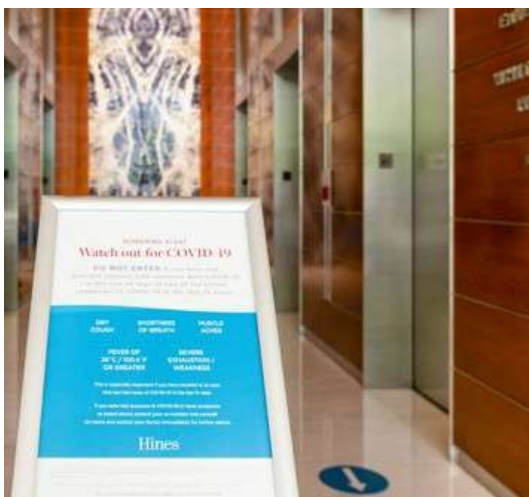
Restrooms will continue to be cleaned, disinfected and restocked twice during business hours and then again in the evenings. Please do not flush anything but toilet paper. Paper towels have been used as seat covers which has caused severe washroom back up issues.

Water and Plumbing

Water faucets, sinks, and toilets will continue to run daily at a level that prevents microbiological growth and maintains water quality.

Fire Life & Safety

We will continue virtual Fire Warden Training every 2 months and will revisit a full building evacuation with the Calgary Fire Department once we reach Step 3 of the government's Path Forward Plan.





Ventilation

Eighth Avenue Place will continue to monitor and maintain the indoor air quality profile with increased outdoor air. A minimum of MERV-13 rated filters are used and recently replaced February 2022 in preparation for your return.

Building Response to Tenant Requests

Service work orders will continue to be handled remotely where possible. Otherwise, building personnel will ask for the customer's comfort level to respond in person or after hours if required.

Building personnel will transition to a hybrid of in person and virtual meetings.

Building Events

During Step 2, building events will remain on line until we reach Step 3 of the government's Path Forward Plan. After Step 3, we will start introduce a hybrid model of in person and virtual building events and programs.

A woman with curly hair is sitting in a lotus position on a carpeted floor. She is wearing a light green tank top and brown leggings. Her hands are pressed together in a prayer position (Anjali Mudra) at her chest level. Her eyes are closed, and she has a peaceful expression. The background shows a window with a white lattice railing and bright sunlight streaming in, creating a warm and serene atmosphere.

Doing
Your Part

Collectively, everyone must do their own part to make the ecosystem work. We are encouraging a collaborative spirit of teamwork through Eighth Avenue Place and are providing resources and guidance for our customers.

Be mindful of your own and others' wellbeing

If you have any symptoms, even mild, continue to stay home or as directed by your employer

Wash or sanitize your hands frequently

Clean your immediate work area frequently

Be aware of your own and others' personal space

Be kind and exercise empathy as we navigate The Path Forward



Looking Ahead

We've teamed up with The Well Living Lab, Delos and the Mayo Clinic in a collaboration to generate insights and evaluate technologies for reducing the risk of respiratory virus transmission in work environments. We're proud to remain at the center of innovating the built environment.

From all of us at Eighth Avenue Place, we want our customers, clients and their employees, and visitors to know that we are here for you.

Property and Regional Contacts

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Property Management Team

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