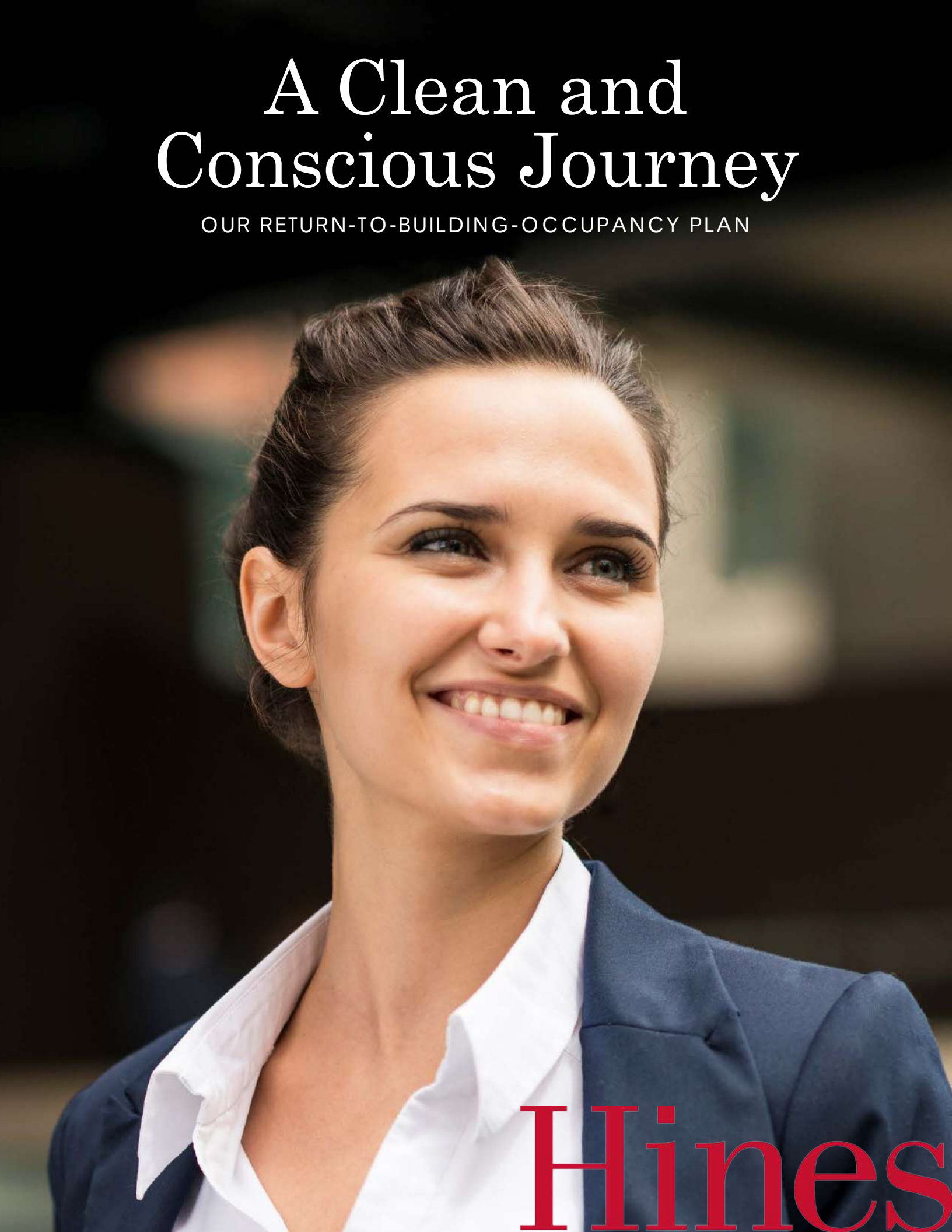
# A Clean and Conscious Journey

OUR RETURN-TO-BUILDING-OCCUPANCY PLAN



Hines

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

This is a consolidated outline of the comprehensive Hines Return-to-Building-Occupancy Plan and will be updated as needed. Hines is informed by our internal task forces, outside experts, consultants and guidance from the World Health Organization (WHO) and the Centers for Disease Control Prevention (CDC). Due to variances between countries in local regulations, infection rates and management structures, plans are modified to accommodate and comply. This document is intended to provide guidance for building re-occupancy and does not constitute medical or legal advice. For updated information, visit Hines.com/ready

# Welcome Back to Eighth Avenue Place

The coronavirus pandemic has been one of the most challenging issue 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 team at Eighth Avenue Place has successfully managed through these challenges and is ready to welcome you back!

For many months now you've heard us at Hines say, "When you're ready, we're ready." Recent global trends with respect to COVID-19 are showing signs of improvement. Several health organization (e.g., CDC, WHO, PHAC, AHS.) have recently updated their recommendations, and local governments are adopting these recommendations on different timelines. 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 our Building Return to Occupancy 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 state, or local regulations.

The Eighth Avenue Place team have been here almost every day, as have some of you. While some been in the office, in some cases, others have not been here in over a year. 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 another "new normal," just like we did when we began working from home.

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

All of us at Eighth Avenue Place, want you to know that we're ready!

# 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 have taken the following actions to not only keep buildings operational, but also ensure that your return is safe.

- Provided comprehensive cleaning and disinfection as needed 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
- Installed signage that encourages physical distancing guidance and/or instructions
- 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.

- Sanitize your hands prior to building entry and utilize contactless access at entrances/exits and parkade
- Follow government guidance on mask requirements in commons areas, stairwells, amenities and public washrooms
- Health and temperature screenings remain in place for building personnel, service partners, contractors and vendors
- Be mindful of physical distancing guidelines in common areas, elevators, stairwells and pathways
- Use hands as little as possible when opening doors
- Lobby furniture may be reconfigured to support social distancing and limit common area congregation

Building amenities will operate based on government guidelines. Fitness Centre, Conference Centre and Bicycle Parking and Shower Facilities are all open.

Pay attention to signage for important updates

# 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

As per government guidelines, follow reduced queuing etiquette and elevator occupancy guidelines

Respect the building-specific protocol as noted on signage or directed by building personnel

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

Most floors will remain secure therefore your building access card is required. If you forget your card, visit the Security Control Centre (located across the East Tower Concierge Desk) to receive a temporary card.

Note: Building personnel will not be able to provide access.

# 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

Respect social distancing guidelines while navigating your suite with co-workers

Follow seating limits disinfecting protocols for table and equipment before and after meetings

Be mindful of congregating in common areas, kitchens and collaborative spaces

# Doing Our Part

The health and well-being of our customers, guests, visitors, building personnel and service partners is our top priority. We have 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 will no longer dust surfaces; they will 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

Signage and graphics will be adjusted based on government and health authority guidelines

Building personnel, service partners, contractors and vendors will continue to wear masks within tenant premises and in accordance with government guidelines until further notice and will manage service requests with no contact or during off-hours

Property management will continue to follow established case reporting and communication protocols

Our Conference Centre, common areas, amenities and coworking space will operate based on government and health authority guidelines

As always, we will stay closely partnered with our customers, guests, services partners, contractors and vendors

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.

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 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.

## Housekeeping

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

Using Hines' industry-leading standards, have expanded their efforts even further. They are hyper-focused on sanitizing common areas like points of entry, lobbies, elevators, and washrooms with even greater frequency and care.

Electrostatic disinfection will continue for known or suspected positive cases. 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.

## Loading Dock & Messenger Centre

All contractors and vendors will continue to complete their health screening and check in at the Loading Dock. Each individual worker is required to carry an access card and swipe at each location they access.

## Parkade Facility

Parkade management personnel will be available to support any parking or bicycle parking needs.

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

## Signage

Signage has been installed in and around buildings to help inform customers and guests of safe distances and manage traffic flow. This could include visible reminders establishing distances, directives and pathways such as one-way routes around an area, or floor. Our goal is to support a clean and conscious journey for anyone coming into a Hines-managed building.

## Elevators

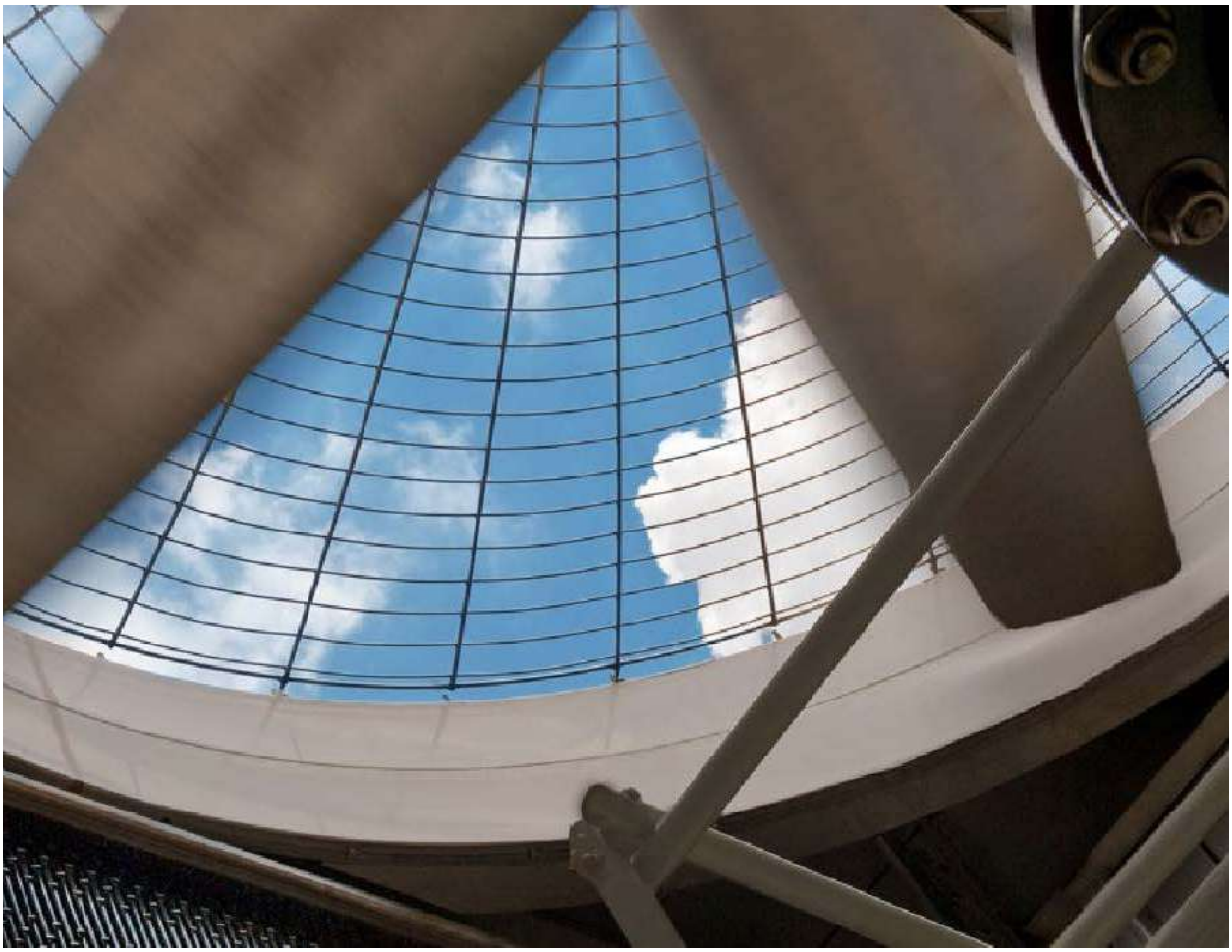
The number of occupants in elevators may be limited to comply with government guidelines, which may be noted in signage.

## Restrooms

Restrooms are frequently cleaned, disinfected and stocked throughout each business day. Signage provides guidance on best hygiene practices, distancing requirements and traffic flow and will be adjusted based on government directives.

## Water and Plumbing

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



## Ventilation

Eighth Avenue Place monitors and maintains indoor air quality profile with increased outdoor air.

A minimum of MERV-13 rated filters are in place.

## Building Response to Tenant Requests

Physical distancing will be maintained where possible.

Service work orders will be handled remotely where possible. In person responses to tenant requests will occur only when necessary.

Building personnel will maintain virtual meetings and events where possible.

Follow-up calls for tenant requests will be performed remotely.

# Doing Your Part

Collectively, these and other mitigations will have impact. However, we can't succeed alone. 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, stay home in accordance with Alberta Health Services guidance
- Wash or sanitize your hands frequently
- Clean your immediate work area frequently
- Be aware of your own and others' personal space
- Pay attention to signage and follow procedures
- Be kind and exercise empathy as we navigate this new normal together
- Cover coughs and sneezes with a tissue or sleeve. Do not use your hands
- Do not touch your eyes, nose and mouth with unwashed hands

## 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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