

iQ | OFFICES

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WORKPLACE ACCLIMATION  
PLAN

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## Workplace Acclimation Plan

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# IT STARTS WITH WHERE

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The iQ Offices team is working tirelessly to ensure our spaces are ready to welcome you back in the safest, most effective way possible. This is more than physical space, it is a commitment to our community, to continued productivity, to safe collaboration, and to a shared sense of well-being, upheld by a collective understanding of the new normal.

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We are committed to ensuring your **where** is the best it can be.

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# AN INFORMED STRATEGY

The health & safety of our employees, Members, Members' guests and vendors has always been our focus at iQ Offices, with COVID-19, it has become our single most important priority. As such, we have proudly partnered with industry leading experts in the field of pandemic response operational planning for business continuity, Get Ready Global. Their team have been instrumental in helping iQ Offices develop a fully compliant health and safety plan for our return to work strategy.



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Get Ready Global has conducted a 'COVID-19 Safe Workplace Assessment' at each of our locations, based on best practices, regulatory guidelines, and the statutes of Public Health Agency Canada (PHAC), Public Health Ontario (PHO), and Occupational Safety and Health Administration (OSHA).



It is these assessments that have helped inform our Workplace Acclimation Plan, throughout the next few pages we intend to outline the changes and proposals we will be making to our shared spaces, and individual offices to receive the Get Ready - Return to Work Certification. It is with this certification, and seal of approval, that will allow you and your teams to return to a productive, safe, and collaborative workspace.

Please know that this program is a new initiative for the company, and we will be assessing progress regularly and continue to adapt and evolve as new research and guidance becomes available. Once the provincial and municipal authorities have allowed for entry back into the workspace, we will be ready to support our Members, and help you navigate your way into a new and safer workspace experience.

# INTRODUCING THE FIVE SAFE WORKPLACE ESSENTIALS



## 1. Screening



At iQ, we understand that the return to work will be a significant transition for our Members and we are committed to over-delivering on safety checks and measurements to best support you and your team. Implementing screening stations and tracking attendance onsite is an essential component to a sense of safety for all.

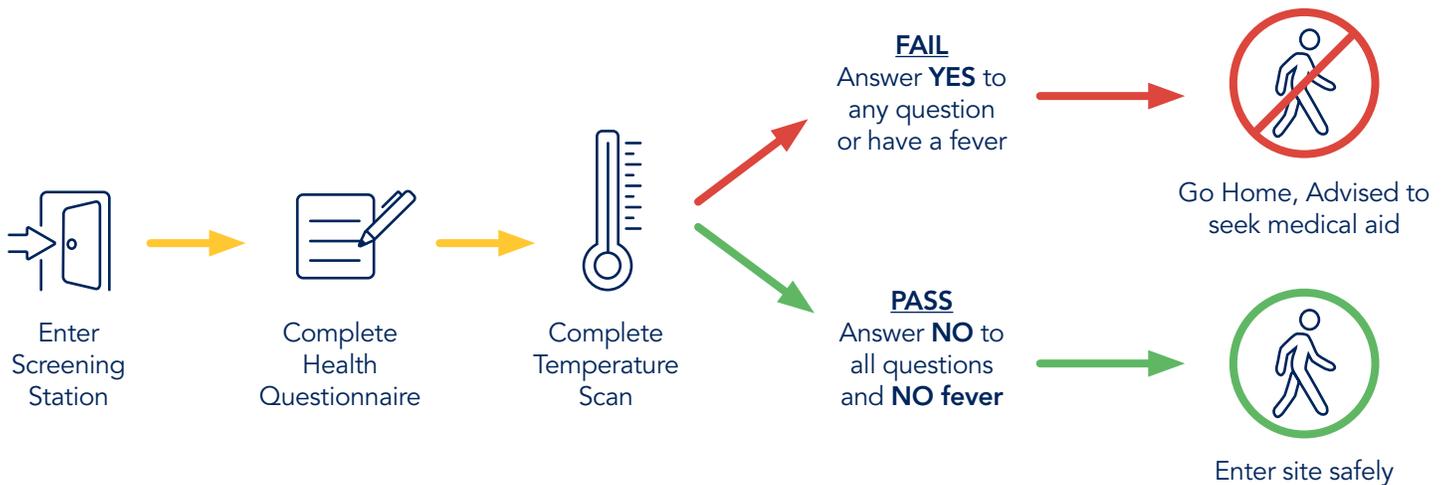
### Self-Assessment Screening

A Self Screening Tool will be made available for all Members, allowing you to self-identify and report any potential COVID-19 symptoms or risks that would discourage you from visiting one of our locations. This can be completed prior to leaving your home daily, to avoid any further contamination risks. *See Appendix for specifics on this tool.*

# Onsite Screening

Upon entering each location daily, you will be required to pass through a mandatory screening station with touchless thermal temperature scanning devices that will allow our Location Staff to ensure everyone entering the space is asymptomatic and has not been contact with an identified risk.

With a successful PASS, each Member will be requested to wear a wristband, with a new colour issued daily. This visual marker will allow Members to move safely around iQ, with a stronger sense of safety knowing everyone accessing the space has been screened and rendered asymptomatic. See *Appendix for specifics on this policy.*



## Attendance Tracking: Members & Guests

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In a post pandemic workspace, we commit to a hyper vigilant approach to visitor and attendance tracking within our spaces. This will allow us to best act on any reported contamination risk, and plan for proper social distancing behaviours. Members, visitors and vendors will be checked-in upon screening. We are asking that Members pre-register planned visitors with their Location Staff to ensure a smooth and seamless welcome.

## Illness Reporting Policy

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We will require that all Members report COVID-19 related illnesses and absences sustained by their onsite Members to their respective Location Staff in a timely fashion. We will be following a strict reporting policy to ensure we can communicate any risk factors onsite and respond swiftly to any cleaning or sanitation needs. We believe timely communication on issues is the best way to foster a sense of safety and security within our membership.



# COVID-19 ALERT



Please do not enter the premises if you have:

- ✓ Been experiencing a cough, fever or have been diagnosed with COVID-19
- ✓ Been in contact with a person with a cough, fever or person that has tested positive to COVID-19 within the last 14 days

We advise that you contact your medical healthcare professional and practice self-isolation at your place of residence

Thank you and take care.





## 2. Sanitation



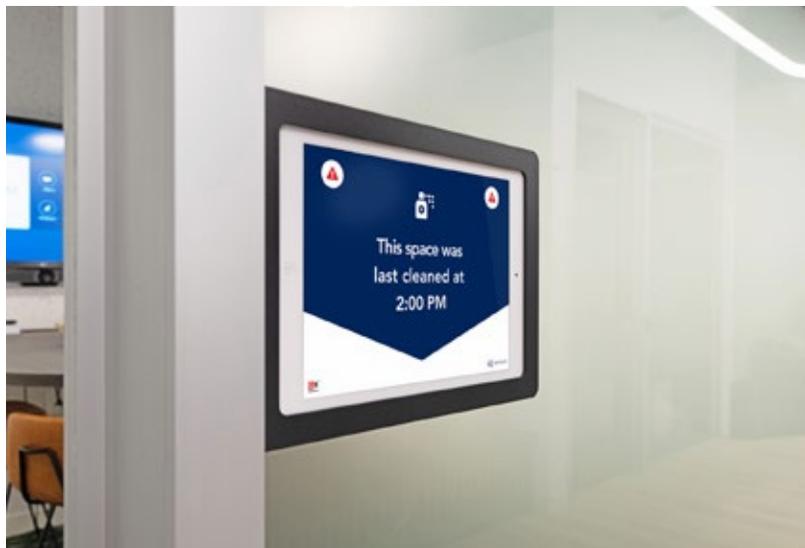
We have implemented stringent cleaning and sanitization protocols in collaboration with external cleaning vendors, landlords, and our own Facility Cleaning Representatives. These protocols involve the following components:

### Onsite Sanitation Staff

All cleaning representatives will undergo intensive training to guarantee that all shared spaces and high contact zones are cleaned appropriately, and diligently. These staff will be equipped with personal protective equipment (PPE) to ensure safety for all.

### Shared Spaces

We will be implementing a two (2) hour cleaning rotation for all common areas, kitchens, washrooms, and high contact zones. This schedule will be posted for increased visibility and accountability. Additional hand sanitizer and disinfectant wipe installations will be made available throughout our common areas and high contact zones to encourage consistent hand washing and adherence to our Disinfectant Policy. *See Appendix for more details on this policy.*



## Private Office Spaces

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Upon a return to work, we encourage a Clean Desk Policy for all Members to allow for proper and frequent sanitization. To support this policy, iQ will be making recyclable desk mats available daily for all Members who wish to use them as an additional tool for a safe work environment. See Appendix for more details.



Additionally, Office Cleaning Kits will be installed in each office, and an initial stock of hand sanitizer, disinfectant wipes and gloves will be made available to ease the transition back to work. Monthly re-stock package options will be available from your Location Staff.

Each office will be cleaned thoroughly on a weekly schedule, and an opportunity to opt-in to an increased frequency will be made available through your Location staff.

## Air Filtration

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Working with our building operations, we will be making all efforts to ensure maximum clean air input and top-notch filtration for optimal air quality.



## 3. Social Distancing



Keeping a healthy distance [6ft or 2M] has become our new normal globally, and your return to work will be no different. We are working diligently to ensure that our shared spaces, and your offices are re-oriented and equipped in such a way that you can work, collaborate, and move around our space safely.

### Shared Spaces

#### ROUTING & TRAFFIC FLOW

To maintain social distancing onsite, we will be implementing an established well marked *one-way* or *right of way* routing throughout each of our locations to allow all Members, staff, and visitors to move around the space with ease. This route will be unique to each location and will be marked using floor decals.



## INTRODUCING FLEX SPACES

In order to accommodate each Member's staffing needs and social distancing, we will be converting a select number of meeting rooms and/or offices to flex spaces where desks can be reserved as needed.



## CAPACITY MARKERS IN SHARED SPACES

We know collaboration and safe interaction is a priority for our Members, and with this in mind, we are working diligently to ensure our lounges, meeting rooms, kitchens, and booth stations are well marked with capacities informed by the Social Distancing Policy.





Additionally, all shared amenities such as washrooms, printer stations, and elevator bays will have capacities, routing, and spacing indicators to make it a seamless experience for all.



# Private Office Spaces

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## OFFICE ORIENTATION & DENSITY ASSESSMENTS

Each office space will undergo a strict assessment to ensure the safety of each Member can be accommodated. These assessments will produce recommendations inclusive of one, or some of the following:

- Change of desk orientation
- The addition of shields
- The removal of desks, where necessary



Upon completion of these assessments, our Location Staff will be conducting Complimentary Workspace Acclimation Consultations to discuss the changes, and determine the best way forward for each unique Member group.

## HYBRID STAFFING & SCHEDULE BEST PRACTICES

While our spaces will be equipped to support your team's needs upon return, we recognize there are other factors involved in mobilizing, namely, transportation and commute challenges and employee comfort that should factor into your weekly schedules. With this in mind, we have equipped our teams with the tools and resources to support you in crafting a new acclimation plan during your Workplace Acclimation Consultations, including some of the following models:

- Rotating WFH arrangements to limit commuting needs and decrease office densities
- Digital conferencing tools to support in office to remote collaboration
- Alternative options and best practices for commuting to the office
- Building specific instructions on how to safely access the space upon arrival





## 4. Adaptation



Fulfilling our service promise and delivering a high quality, turnkey experience remains a priority for iQ in a post-pandemic setting. Our team is committed to finding and implementing adaptations, innovations, and safe replacements to ensure your experience at our locations is unhindered.

### Amenities

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To adapt our shared amenities with a focus on safety, we are implementing safeguards on our coffee, hot water and Vivreau taps to ensure cups are unable to touch and contaminate for other users. Furthermore, implementing a pre and post Disinfectant Policy for any shared amenities. *See Appendix for more details on this policy.*

We will be replacing our shared snack containers with individually packaged snacks, sustainably sourced where possible, and encouraging the use of personal reusable mugs and water bottles where possible. Replacing our onsite mugs and glasses with a recyclable or biodegradable option for visitors.

Lastly, we are exploring the installation of touchless technology for our faucets, receptacles and doors.



## Member Benefit Programs

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We have recently introduced **The Acclimation Initiative** which is a pandemic specific benefit program available on the Member Portal. We will continue to leverage this platform to deliver valuable content and partnership benefits upon our return to work. Additionally, will be adapting our standard onsite programming with safe alternatives, such as a travelling cart Happy Hour with drinks delivered to your private offices.

## Additional Services

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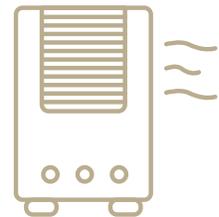
Additional packages and service opt-ins will be made available through your Location staff, inclusive of the following:



Daily Office Cleaning



Monthly Cleaning Kits



Office Air Purifiers

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*See Appendix for more details on opt-in.*



## 5. Communication



Fostering an open dialogue with our Members during this unique time is very important to us as ultimately; we are here to meet your needs. To honour this commitment our Location staff will be scheduling **Complimentary Workplace Acclimation Consultations** in the coming weeks. These will give you full insight into the changes unique to your location, and proposal for your office space. No changes or additions will be made without your consent. Our staff are fully trained and equipped to help create a return to work strategy that makes sense for you and your team.

If you have questions or concerns about iQ's Workplace Acclimation Plan, please reach out directly to your Community Manager who will be more than happy to help you.

## Self-Screening

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### PURPOSE

To identify iQ Members at risk of being exposed to, or infected, with the COVID-19 virus; and to prevent that person from coming to the workplace and exposing staff, other fellow Members, guests and vendors.

### DESCRIPTION

Below is a tool that should be used daily, prior to attending the office especially during After Hours as our screening stations will not be live. It includes a list of Yes & No questions.

If you answer NO to all questions, then you are considered healthy and should come to work. If you answer YES to any of the questions, then you should consider yourself at risk of being exposed to, or infected, with the COVID-19 virus and NOT come to work.



# Self-Screening Procedure



As you know the COVID-19 virus is present within our city and a pandemic has been declared around the world. We are implementing a Self-Screening Protocol that encourages our Members to access their own health status by answering a few basic questions. If you answer YES to any of the questions, we advise that you NOT come to your iQ facility and stay home. Please contact your immediate Supervisor to advise that you have not passed the iQ Self- Screening Assessment and will not be coming to work today.

**This iQ Self-Screening Assessment must be performed every day prior to coming to work.**

YES NO

Have you been in an area of a known outbreak within the past 14 days?

Have you been in close contact with a person who has been in an area of a known outbreak?

Have you been in close contact with a person who is sick or has been diagnosed with COVID-19?

Have you been recently diagnosed with COVID-19?

## CURRENT SYMPTOMS

Fever > 100.4°F / 38°C Record temperature: \_\_\_\_\_

Feeling unwell, chills or felt feverish recently

Cough, sore throat, runny nose

Body aches, headache

Shortness of breath or difficulty breathing

Muscle aches and/or fatigue

Other, please specify: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

NAME OF SUPERVISOR:

\_\_\_\_\_

**If you answer YES to any of the above questions, please contact your Supervisor.** Please stay home and practice self-isolation procedures. Refer to Self-Isolation Procedures. Thank you for helping to make our workplace safer. If you have any questions, please contact your Community Manager.

# Mandatory Onsite Screening Process



Attention all iQ Staff, Members, and Guests:

In light of the increased risk of COVID-19 exposure and in keeping with our goal and effort of maintaining a safe and healthy work environment, we are introducing a Site Screening Station program. The purpose of the Screening Station is to screen and assess all people for the COVID-19 virus including staff, visitors and vendors prior to entering the site.

As of our official Return to Work Date (TBD), screening will go into effect. All entrances will be closed except the entrance closest to our reception area. All staff will be asked the questions on the COVID-19 Assessment Form (the same questions on the Self-Screening Assessment Form that staff use from home), and have their temperature scanned using our touchless thermal scanners. People who answer yes to any of the questions or have a fever will be sent home and not permitted entry onto the site or workplace. People who are cleared and answer no to all the questions and do not have a fever will be allowed entry to the site, and will be given a daily wristband to signify a PASS.

Our team has been trained and are equipped to safely manage the process. Please note, your personal information will not be shared with anyone other than the date and time that a person did not pass the screening process.

Please expect some minor delays when arriving at the worksite. Please practice social distancing of greater than 2 metres (6 feet) while waiting to be screened.

We know these are unique and stressful times and we appreciate everyone's patience and ability to follow the procedures and outcomes used in the Screening Station process. We will keep everyone updated with the Screening process and any changes as this process and the pandemic evolves.

If you have any questions, please contact your Location Staff.

Thank you in advance and stay well,

A handwritten signature in black ink that reads "Brittnei Gaudio".

Brittnei Gaudio, VP of Operations

# Workplace Cleaning Policy



Outbreak viruses survive well. A coronavirus is spread through the respiratory secretions of infected individuals or may also be airborne. On hard, porous surfaces the virus can survive for 24 to 48 hours and can be transmitted to hands (and other soft surfaces) and survive for up to five minutes. Surfaces that are frequently touched by hands (i.e. elevator buttons, handrails etc.) should be cleaned with disinfectant wipes at a minimum of four (4) times daily, and the iQ Office team is committing to this schedule for all common spaces and high contact zones.

## MEMBER SUITES & WORKSTATIONS GUIDELINE

- iQ will provide you with antibacterial wipes to help you keep your office suite clean and disinfected
- Members are required to clean their own workspace (desktop, keyboard, telephone, chair arms, etc.), and our recommendation for frequency is twice a day

## DISINFECTANT POLICY IN SHARED AMENITIES

In normal circumstances, we ask that our Members be respectful and cognoscente of their surroundings by doing their best to clean up after themselves in our shared amenity areas such as lounges, kitchens, and banquette seating etc. These behaviours have always greatly improved the surroundings and make for a much more enjoyable experience for everyone using the space.

We must now ask you to help us by playing an even bigger role which will improve the health and safety measures of everyone in our shared workspace community – including yourself. iQ will be installing disinfectant wipe dispenser units and dispersing them throughout our amenity areas. After you have used these areas we kindly ask that you wipe down your seat or table where you were sitting, the coffee machine and fridge if you happened to come in direct contact with these appliances, as well as faucets, fridge doors and even our print stations.

To eliminate the spread of germs and transmission to other people, the best possible policy we can implement is to ask everyone to make use of our cleaning supplies and give us a hand by helping to stop the spread.

## COMMON ITEMS REQUIRING REGULAR DISINFECTION

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- Photocopier / printer
  - Counters
  - Cabinet handles
  - Refrigerator handles
  - Microwave oven controls
  - Coffee equipment
  - Lunchroom tabletops and chairs
  - Faucets
  - Toilet flush handles
  - Washroom stall door handles
  - Door handles
  - Stair railings
  - Boardroom tabletops
  - Chair arms and seat backs
  - Telephones
  - Elevator buttons
- 

The Community Manager will brief external cleaning subcontractors as to what must be cleaned on a regular basis throughout the day.

# Social Distance Policy



Social distancing is the practice of keeping people apart to prevent the spread or transmission of viruses. People can cough or sneeze water droplets approximately 6 feet or 2 metres. Therefore, to help prevent the transmission of the COVID-19 virus, social distancing practices will be implemented.

Often viruses are spread by people touching their faces – particularly their mouth, nose and eyes. Therefore, in addition to social distancing, common practices such as handshakes, embracing others, touching surfaces, and contact with people who have been in contact with sick or possibly exposed people must be avoided.

The organization strongly supports the medical advice of regular handwashing, use of hand sanitizer, cough and sneeze etiquette, and continuous messaging to not touch your face (especially the mouth, nose, ears or eyes). These personal hygiene tips along with social distancing will greatly reduce staff's risk of exposure and disease transmission.

The organization will continue to monitor the outbreak situation and make changes as the outbreak evolves.

It is acknowledged that these practices may be an inconvenience and certain tasks, or activities may take longer than usual. As the company transitions into this “new normal” it appreciates everyone's patience and cooperation during these unprecedented times.



### Hand Hygiene

1 Wet hands and wrists

2 Apply soap

3 Wash palm to palm

4 Wash back of hands

5 Watch between fingers

6 Scrub thumbs

7 Scrub fingernails

8 Wash wrists

9 Rinse hands thoroughly with water

10 Pat dry with paper towel

Turn off tap with towel

GR<sup>™</sup> Outbreak

iQ|OFFICES

**For Your Safety,  
This Facility is  
Regularly Disinfected**

Please review employee  
self-screening protocols before entering

GR<sup>™</sup> Outbreak

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### Shared Spaces Infection Prevention Procedures

- ✓ Disinfect table and chair backs and seats before you sit down and before you leave
- ✓ Disinfect common touch points like hot beverage dispensers, fridge handles, faucets etc. before and after use.
- ✓ Practice social distancing (2m / 6' apart)
- ✓ Do not share food, beverages or utensils
- ✓ Remember to use hand sanitizer!

GR<sup>™</sup> Outbreak

iQ|OFFICES

**This Bathroom is  
Regularly Disinfected**

Remember to wash your hands  
for at least 20 seconds

GR<sup>™</sup> Outbreak

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# Washroom Contact Point Protocol

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1. Use facilities, maintain 2-metre rule
2. Wash hands
3. Dry hands with paper towel
4. Turn off tap with paper towel
5. Use paper towel to open door
6. Use paper towel to open 2nd door
7. Dispose paper towel in waste receptable in hallway

# Illness Reporting Policy



To a significant degree, the success of the Acclimation Plan depends on how accurately illness reporting is maintained during the COVID-19 pandemic.

Absence from the workplace with COVID-19 related symptoms must be reported to the Community Manager for tracking purposes. As a general rule, where Members are unable to report to work, they must take all reasonable steps to advise their respective superiors or designated contacts prior to 8:00 a.m. on the day in question. Reporting may be accomplished via telephone or e-mail.

Such tracking and monitoring will continue until COVID-19 has progressed to the post-outbreak phase.

Location Staff will also ensure that the infected Member is aware of the self-screening guidelines and, if necessary, will e-mail the guidelines to the Member.

# Guest Registration Policy



In order to ensure the safety of all onsite Members, staff and guests we require that all guests are pre-registered with your Location Staff prior to their arrival. This pre-registration can be done by phone, email, or Slack the day prior or the morning of the Guest's arrival and should include the following information:

Guest Full Name: \_\_\_\_\_

Expected Arrival Time: \_\_\_\_\_ : \_\_\_\_\_ AM  PM

Member Contact Name: \_\_\_\_\_

Member Contact Number: ( \_\_\_\_\_ ) - \_\_\_\_\_

Preferred Method of Alert (for guest arrival): CALL  TEXT  E-MAIL  SLACK

We suggest that you share the Self-Screening Form with your guests, and in addition each guest will be required to complete the Onsite Screening at reception and upon PASS will be permitted access.



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