

*How we will keep you safe in 2021 —*

# Kensington House







### To our valued clients,

The last year has been challenging for everyone, I sincerely hope this finds you and your family well. I also just wanted to personally thank you on behalf of Dream for your continued support, commitment, and partnership with us in your building. Together, we are getting back to normal and our team is looking forward to having you, your team and your clients back at the office. Your safety is always our main priority. Over the last year, we've prepared our buildings with numerous measures to ensure a safe and healthy workplace for your business. We have implemented a variety of enhancements from improved cleaning measures, new operational safety checks, acquired some of North America's leading safety designations including WELL Health and Safety and Post Promise. We have also upgraded HVAC, implemented mechanical improvements, filtration and much more. We've been working hard to make our buildings safe and welcoming for your return. We appreciate your patience and look forward to seeing everyone back soon.

Please look through this Return to Operation plan for some additional information on what we've done to prepare the building, please feel free to share with your team and clients. Lastly, it's important to note that our team stands ready to support you in your return and are a resource for you in any capacity.

*Stay Safe and again, a sincere thank you for your continued support.*

Take Care,

Sincerely,  
Gordon Wadley  
COO, Dream Office REIT

Our enhanced standards	5
Certifications	6
A sample plan for work place re-entry	8
Our operations plan to get you back into the office	10
<b>Kensington House</b>	<b>12</b>
General guidelines	13
Lobby	14
Behavioural & directional signage	16
Restrooms	17
Additional resources	18
FAQs	19



# Our enhanced standards

We are making space and services updates to maintain hygiene safety and physical distancing best practices in **6 ways**.

## 01

### Public spaces

In our public spaces and high-traffic areas, we are going above and beyond our normal protocols. During this time there will be increased frequency of sanitization in all high touch point areas to effectively disinfect; lobbies, entrances, and elevators.

## 02

### Behavioural & directional signage

Signage in public spaces will remind our employees, tenants and guests to maintain social distancing. We will also be adding markers and signage in our lobbies, elevators, and washrooms to provide an extra level of precaution.

## 03

### Cleaning

We have heightened our already stringent practices around sanitization, disinfection and cleaning which now includes medical grade cleaning products. We have COVID-19 specialty cleaning teams on standby should there be an identified case in our buildings.

## 04

### Physical distancing

We're encouraging anyone who enters our buildings to be aware of their surroundings and maintain a 6 foot distance at all times. Remember that we're in this together so we ask that you be patient and courteous for your safety and the safety of those around you.

## 05

### Supplies

Our service team will monitor supplies to ensure that proper hygiene can be met to help reduce the spread of infection.

## 06

### Sanitization

We have placed hand sanitizing stations in all of our lobbies.



# Certifications

Public health and client wellness is a priority at Dream. From hand-washing support and cleaning practices to health services and air and water quality monitoring protocols, we are working hard to support the health and safety of people in our offices.



Dream has been recognized as Canada’s largest office portfolio to be WELL Health-Safety rated by the International WELL Building Institute (IWBI).

The WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building and space types focusing on operational policies, maintenance protocols, stakeholder engagement and emergency plans to address a post-COVID-19 environment now and into the future.

**Learn more:**  
[wellcertified.com](https://wellcertified.com)



Dream is proud to be participating in The POST Promise. This is a national private sector-led initiative, in collaboration with various levels of government, designed to help Canadians confidently and safely shop and work in local businesses during the COVID-19 pandemic.

As a participating business, we have received important information on how to help prevent the spread of COVID-19, and we voluntarily commit to following these practices.

**Learn more:**  
[postpromise.com](https://postpromise.com)





# A sample plan for work place re-entry

As you start to imagine what returning to work will look like for you and your employees, we'd like to share some best practices from Dream's return to work plan. Our primary goals are to be prepared and diligent, prioritizing health and safety above all else.

Below you will find a sample checklist.

### Pre-screening

- ☒ Have all employees do a temperature check before entering the workplace.
- ☒ Consider how you will keep track of pre-screeing, who has travelled in the last 14 days and how will you maintain physical distance inside of your premises. Plan visual cues and indicators for physical distance.
- ☒ We recommend a no visitor policy during the early stages. But if necessary, essential personnel only and have them do a pre-screen and health assessment prior to entering the building.
- ☒ Pre-screen your own team before they return to work.

### Health assessments

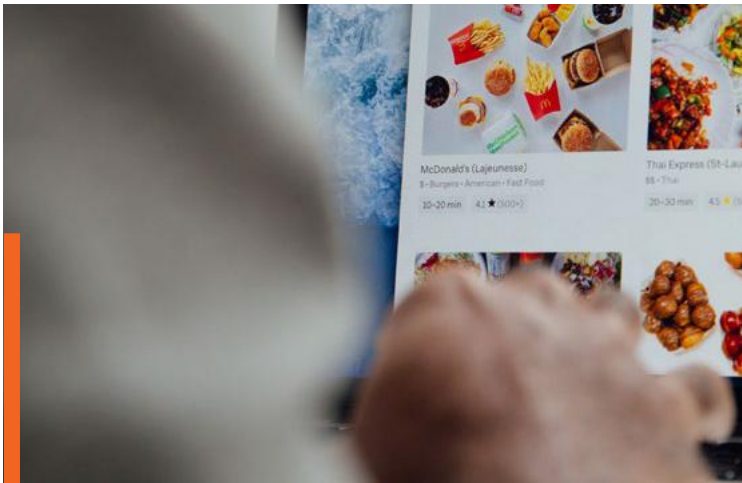
- ☒ Consider asking your employees to do a personal health assessment before returning ([covid-19.ontario.ca/self-assessment/](https://covid-19.ontario.ca/self-assessment/)) If they are not feeling well, we recommend they stay home.

### Travelling

- ☒ We recommend staggering employee start times and phasing the return to work process to avoid peak times in the building and during their commute.

### Deliveries

- ☒ If you have deliveries, please provide delivery instruction to have them wait in Courier Designated Areas or use Curbside pick-up. Limit elevator use to essential visitors and staff.



### Cleaning

- ☒ We encourage you arrange a thorough cleaning following COVID-19 protocols prior to coming back to the office. This can be arranged with property management at your cost.

### Personal protective equipment

- ☒ We recommend and encourage you and your staff wear PPE while travelling and moving around the office, especially during your commute and in high traffic and common areas.

### Amenities

- ☒ Consider changes to the way communal snack and beverage stations are used in the office or if possible, remove them.
- ☒ We recommend removing all communal snacks. If providing snacks, purchase individually packaged items that do not require someone to use a door or drawer handle (open baskets on open shelves work great).
- ☒ Place disinfectant wipes next to coffee and water machines with instructions to wipe down before and after use.



# Our operations plan to get you back into the office

Here are some of the many ways we are creating a safe place for you and your employees to return to work.



### Cleaning

We have heightened our already stringent practices around sanitization, disinfection and cleaning which now includes medical grade cleaning products. We have specially trained COVID-19 cleaning teams on standby should there be an identified case in our buildings.



### Building/employee PPE

All customer facing Dream Employees will be required to wear Personal Protective Equipment including a face mask and gloves while conducting their daily tasks to ensure the safety of themselves, and those around them.



### HVAC

Indoor Air Quality checks have been conducted throughout the building and water systems have been flushed and are ready for daily use. We are also upgrading filters to MERV 13 and implementing a new operational checklist to ensure we run the building as efficiently as possible as you begin phasing back into the office.



### Tenant requested cleaning services

Above and beyond the rigorous cleaning we're enforcing in our buildings, tenants can request additional, enhanced cleaning of their spaces at an additional cost.







*Coming back to —*

# Kensington House

*Your building—*

## General guidelines

When entering your space we recommend you stay alert and pay attention to your surroundings as well as adhering to the following guidelines:

- ☒ Practice physical distancing and remain **6ft** apart
- ☒ Be mindful of others and don't crowd common areas
- ☒ Follow our new directional and behavioral signage
- ☒ Be sure to wash your hands thoroughly and frequently
- ☒ We recommend wearing personal protective equipment such as masks and gloves when going to and from the building
- ☒ For those with accessibility requirements, please enter and exit through the same door





Your building—

# Lobby

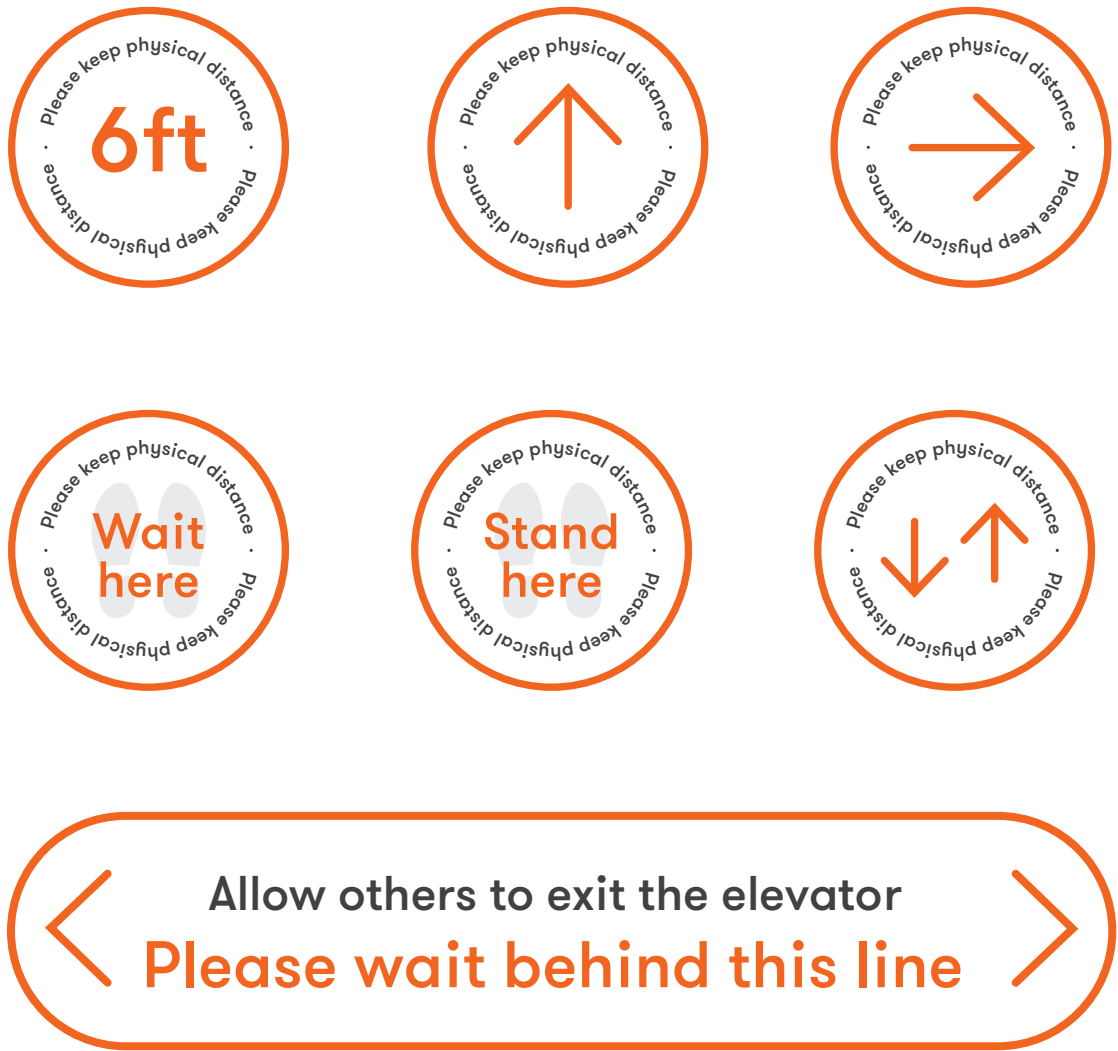
The first entry point into your spaces are the elevator lobbies. Dream will have clear signage and communication to emphasize the importance of social distancing, hygiene and sanitization. For your safety, we have installed hand sanitizing stations in all of our lobbies.





# Behavioural & directional signage

Here are some examples of the signage you can expect to see in the lobby.



Your building—

# Restrooms

We have heightened our already stringent practices around sanitization, disinfection and cleaning which now includes medical grade cleaning products. To cut down on high touch exposure, touch free soap dispensers will be available in the restrooms along with instructional signage on hand washing to remind employees that proper hand washing will go a long way in maintaining a safe and healthy work environment.





## Additional resources

[CDC Symptoms of Coronavirus](#)

[Government of Canada List of disinfectants for use against COVID-19](#)

[IPAC Canada Coronavirus resource centre](#)

[WSPS COVID-19 Business Planning and Industry Association Supports](#)

[WSPS Guidance on Health and Safety for Office Sector during COVID-19](#)

[World Health Organization home page](#)

## FAQs

### **How will you notify us in the event of a confirmed case of COVID-19 in the building?**

You will receive an email from us notifying you of any confirmed cases or concerns in your building in a timely manner to ensure that we can contain the spread of the virus and properly disinfect the areas that are at risk of contact.

### **Will Dream be providing PPE? How will PPE be used in the buildings?**

Dream will not be providing PPE to all of our tenants. We strongly recommend that you do wear PPE and to equip your employees with them. Our Building Operators and customer facing staff will be equipped with PPE when servicing tenant spaces.

### **What is expected of our tenants?**

We recommend that our tenants adhere to the guidelines and restrictions that we have implemented in their building. It is important that we all do our part to ensure the safety of ourselves and those around us. We also recommend reviewing the government resources that provide guidelines to operating safely in the office and come up with plans that help their employees operate safely in their space.

### **What has Dream done to help prevent the spread of the virus?**

At Dream, we are entirely focused on our employees, tenants, customers and guests. Now, more than ever, we are focused on your health and safety without compromising the quality of your experience in our buildings. For more detailed plans see page 4 of this brochure: "Our Enhanced Standards".

Please contact us at [ContactUs@dream.ca](mailto:ContactUs@dream.ca) or visit [link](#) to view the individual action plans for each building.

### **An employee has tested positive for COVID-19 – what should the employee do?**

Employees should not return to work until they consult with healthcare providers and local health departments.

Retrace your steps and inform your employer of all the areas and individuals that you may have come into contact with in your workspace.

Stay home. Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.

Take care of yourself. Get rest and stay hydrated. Take over-the-counter medicines, if advised by a medical professional.

As much as possible, stay in a specific room and away from other people and pets in your home. If possible, you should use a separate bathroom. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.

Follow care instructions from your healthcare provider and local health department. Your local health authorities may give instructions on checking your symptoms and reporting information.



# Working together

As we navigate the evolving realities of COVID-19, Dream is working tirelessly to ensure we are all taking all of the necessary precautions to keep everyone who is entering our buildings safe. We continue our commitment to implement effective and preventative measures in all of our buildings.

Above all, we are committed to making sure that our tenants can continue to work with peace of mind and focus on what matters most.



*Inquiries*

We have a dedicated email for COVID-19 related questions or if you want to let us know about a confirmed case. Please contact us at **[ContactUs@dream.ca](mailto:ContactUs@dream.ca)**.