



alternawork is a workspace where Community members and their guests achieve amazing things. The outbreak of COVID-19 hasn't changed that. Our mission to help you flourish, creatively and commercially, is truer than ever.

With lockdown restrictions easing, we believe that our new safety strategies will only enhance the environment of innovation, social interaction and wellbeing that define the alternawork experience. As we move forward, we acknowledge not only the resilience of every member of the alternawork community, but also our shared humanity. With our combined energies, commitment and optimism, we now move beyond our challenges and onward together.

## introduction

We pride ourselves on our commitment to achieving a best-practice workspace. As part of this dedication, we are now introducing our alternawork office standards playbook.

We have developed these protocols to ensure our Community members workplaces are healthy, safe and productive.

Our office standards playbook addresses the 'new normal' of working life. It offers reassurance and guidance on the measures we have implemented, as well as how we can work together to adapt and thrive in these times.

Our goal is to be in alignment with our Provincial and local government safety recommendations.

Physical distancing, cleaning, personal hygiene and air quality are the cornerstones of this evolution.

As a Community we recognize the continued importance of social interaction at alternawork. It is an intrinsic part of the energy and dynamism we create together. This social interaction is even more important in these current times.

## cleaning

The health and safety of our Community members and staff is our foremost priority. We will continue to monitor government guidance and implement any necessary changes as swiftly as possible.

- **dedicated staff** will be present to ensure that our enhanced cleaning protocols are maintained at all times, in addition to their regular duties
- **thorough evening clean** and sanitization will be conducted throughout the facility each evening
- **new anti-viral cleaning** solutions that have a lasting effect for up to eight hours after application will be used
- **signage** has been designed to inform and remind Community members of the cleaning protocols. These include highlighting the importance of handwashing, surface sanitizing and avoiding the chance of cross contamination
- **dedicated Desks and Private Offices** will be cleaned each evening including separation screens, where installed. We ask that Community members help with this process by keeping desks and other surfaces as clear as possible
- **kitchens** will be cleaned regularly and more frequently between peak hours. High-touch areas and shared items, such as fridges, microwaves, and coffee makers will receive enhanced cleaning
- **meeting rooms** will be thoroughly cleaned after use and its readiness for the next meeting clearly indicated
- **communal areas** will be sanitized frequently throughout the day, each night all workspaces will be thoroughly cleaned. Particular attention will be paid to high-touch areas, including doors, furniture, door handles and light switches

## ventilation

Having a well-ventilated workspace is an important part of combating the spread of COVID-19. From the very outset alternawork has been designed to the highest HVAC specifications.

alternawork spaces deliver best-in-class fresh air flow - an essential line of defense against the spread of disease.

- **MERV 13 filters** have been installed on all HVAC systems which proactively capture even the most microscopic particles from the air. Reduce allergy and asthma triggers by capturing the unwanted allergens from your office including mold, dust mites, bacteria and harmful virus carriers. Thorough cleaning of the ventilation system units and the frequent replacement of air filters have also been incorporated into the enhanced cleaning and sanitation procedures of our facility

## arrival experience

Throughout your time in our facility, we ask that you work with us to ensure a safe, healthy and productive workspace for all.

- **hand sanitation** - we strongly request that alternawork employees, Community members and Guests sanitize their hands at the hand sanitation stations
- **face covering & PPE** - Community members shall be required to wear a face covering when accessing the facility and moving throughout shared spaces. alternawork will issue a high-grade, washable face covering on our Community members first return visit. Disposable face coverings will be provided for Community members guests
- **two-meter distancing** - in accordance with government guidelines, people should maintain a minimum of two meters distance while in the facility
- **guest sign-in** - we ask that Community members register all Guests upon arrival via the alternawork Envoy Portal to ensure smooth access to the facility. Once Guests have checked-in, our Community Manager will be available to assist with our guest protocols. All Guests must complete a check-in form

## services

- **mail** will be delivered to your workstation by alternawork staff
- **courier items** will be delivered to your workstation by alternawork staff
- **food deliveries** - if Community members orders food for delivery, please ensure they are met in the lobby at the time designated for arrival

## workspaces

alternawork's office standards playbook is designed to ensure that Community members enjoy a productive and healthy work environment.

- **workstations** - we reduced the density of workstations throughout the facility. Desk screens will be strategically located to provide protection for Community members working within open spaces. Signage in these open areas will indicate which desks are available and reminders, such as floor markings, will indicate the need to maintain physical distancing. At the end of each working day Community members are required to clear personal belongings from their workstations in order for a thorough nightly cleaning to be performed
- **private offices** - If you have a private office, you may wish to implement your own desk spacing and physical distancing protocols and we can assist to reduce the desk capacity or add workstation screens
- **phone booths** will be serviced as usual, and will be thoroughly cleaned each evening
- **outdoor areas** are accessible to Community members, reduced capacities will help Community members maintain physical distancing
- **cleaning protocols** - each night all workspaces will be thoroughly cleaned. Particular attention will be paid to high-touch areas, including doors, furniture, door handles and light switches

## meeting rooms

All meeting rooms and boardrooms will be available for Community members to use, however with new measures to ensure the safety of all meeting attendees.

- [capacity](#) in the meeting rooms will be reduced to ensure Community members can maintain physical distancing. Please walk clockwise around the meeting room tables. If you are the first person to arrive, please sit at the furthest chair from the door, in order to make physical distancing for other attendees simpler
- [meeting room schedules](#) - a 15-minute window will automatically be blocked out after each meeting, to allow the room to be cleaned before the next booking
- [video enabled meeting rooms](#) - boardrooms will all be video enabled, which will allow Community members to deliver maximum impact video to external audiences
- [cleaning protocols](#) - each night all workspaces will be thoroughly cleaned. Particular attention will be paid to high-touch areas, including doors, furniture, door handles and light switches

## kitchens

As an area used by many Community members throughout the day, the safe operation of the kitchens is a central focus. We have introduced a range of 'light touch' solutions, combined with a rigorous cleaning schedule.

- [light touch solutions](#) - we ask that Community members to place used items directly into the dishwashing machine and do not hand-wash shared items themselves. Additional waste disposal is provided in the kitchen areas
- [packaged coffee and teas](#) are provided to Community members and their guests
- [spacing and signage](#) - a one-way system will be in operation in the kitchens to help Community members maintain physical distancing. There is also signage to remind all Community members of the need to sanitize their hands before and after using the kitchen
- [sanitizing products](#) are provided in all kitchens and anti-bacterial wipes to clean surfaces after use
- [cleaning protocols](#) will take place throughout the day, using a multi-purpose sanitizer that eliminates bacteria and viruses
- [peak periods](#) - to reduce pressure on shared facilities, we ask Community members to avoid the busier times (8-10am and 12-2pm) to help ease congestion. Frequency of cleaning will increase during peak periods
- [food preparation](#) - we recommend food options that can be pre-prepared, or which do not require extensive preparation in the kitchen area
- [sanitize your hands](#) - we ask that you sanitize your hands before and after using the kitchen area
- [wear face covering](#) - we recommend wearing face covering while in the kitchen and within all communal spaces
- [remove items from surfaces](#) in order to assist the cleaning process, we ask Community members to place disposable items in the waste bins provided and leave the kitchen area as you would expect to find it

## washrooms & showers

We have considered all the facilities as part of our comprehensive review of alternawork processes and protocol.

- [washrooms](#) all washrooms will be cleaned throughout the day to ensure a high level of sanitization. Surface cleaning sanitizer in each washroom allows Community members to also ensure the cleanliness of the space themselves. We recommend that you fully wash and dry your hands
- [to access the washrooms](#), you may need to pass another Community member, if this is the case, please pass each other as quickly as possible. We recommend Community members wear face covering in areas where social distancing is more difficult
- [showers](#) - please limit shower use to 15 minutes or less, particularly during peak times. All showers will be cleaned throughout the day, please remove all personal belongings after each use

## bikes

alternawork wants to enable Community members to cycle to work where possible. The medical community is highlighting the multiple benefits of cycling, especially in these current times.

- [bike racks](#) stations will be available for Community Members to securely lock their bikes
- [lockers](#) will be available for Community Members to securely lock their personal belongings

## covid-19 reporting

- [Potential Symptoms and Self-reporting](#) - If a Community member shows any symptoms of COVID-19 they are required to reach out to our Community manager ASAP. We would ask that this person exit the building immediately, self-isolate and follow the most up-to-date government guidelines. We do not require the individual's identity
- [confirmed case of COVID-19 and response](#) If a Community member or alternawork employee tests positive for COVID-19, alternawork will share this information, however, the identity of the individual will be kept confidential

## Tenant/Guest sign in

[Envoy](#) - To help us keep the office safe and ensure those who come in can keep a safe distance from others, all Tenants will now need to check in before visiting the office

- The Envoy mobile app makes this process quick and completely touchless
- To start, download the Envoy mobile app in the [Apple App Store](#) or [Google Play Store](#)
- Once in the app, sign up using your work email and choose alternawork
- Before you plan to come in, open the app. You should see a card that says "Reserve a spot in the office." Tap the button that says "Check in" and answer the questions that follow
- You will be instantly notified if you are approved to come to the office – then share the approval with your Company designated office administrator
- [We are limiting the capacity of the office, before you leave the office, open the app and tap "Sign out.", this helps us know how many people are in the office at any one time](#)
- All Tenant's guests will now be required to sign a mandatory COVID 19 self-assessment document in order to gain entry to the facility
- In order to accurately track capacity in the facility, it's your responsibility to [ensure that all guests sign out](#) when they leave
- All guests will receive a welcome email that will outline our "arrival experience" detailed in our playbook
- [All guests are required to wear a mask in all common areas](#)

## Sample Guest sign-in doc –

By signing below, I acknowledge, I have not answered YES to any of the following questions:

1. Have you tested positive for COVID-19 in the past 14 days?
2. Have you had a fever in the past 14 days?
3. Have you been in close physical contact with someone who tested positive for COVID-19 in the past 14 days?
4. Have you been in close physical contact with a person who has returned from outside of Canada in the past 14 days?

Have you traveled outside of Canada in the past 14 days?

In the event you entered YES to any of the questions above, you are required to exit the building immediately

[Message from Halton Region's Medical Officer - masks <https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus>](https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus)