



TORONTO  
DOMINION  
CENTRE

A  PROPERTY



REOPENING  
GUIDELINES  
FOR RETAIL  
OPERATORS

OCTOBER 2021



# A MESSAGE FROM THE TDC TEAM

As we continue to navigate through the pandemic, our top priority is to ensure the safety and security of our employees, tenants and guests.

Our *Reopening Guidelines for Retail Operators* outlines the initiatives and strategies we have implemented at TD Centre to ensure we are taking every precaution to provide a safe and best-in-class environment. We will continue to monitor the situation, and provide updates as public health guidance changes.

While the situation continues to evolve, we are starting to see the light at the end of the tunnel and we are looking forward to welcoming more people back to the TD Centre.

Sincerely,  
The TD Centre Management Team

CF CONNECT  
1-800-665-1000  
[cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)

TD Centre Security Operations Centre (24/7)  
416-366-7823  
[TDCCCO@cadillacfairview.com](mailto:TDCCCO@cadillacfairview.com)



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CF Connect  
1-800-665-1000  
[cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)

TDC Security Operations - 24/7  
416-366-7823  
[tdccco@cadillacfairview.com](mailto:tdccco@cadillacfairview.com)

The TD Centre Property Management team is actively monitoring the situation surrounding COVID-19 and will update the guidelines as needed. We appreciate your cooperation with our efforts to mitigate the potential risk within the TD Centre.



# WELL HEALTH-SAFETY RATING



TD Centre is one of the largest office complexes in Canada to achieve the WELL Health-Safety rating at all six of our towers, reaffirming the efforts TD Centre has made to keep employees and tenants safe during the pandemic and reinforcing a sense of confidence for building occupants as they return to the workplace.

The WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building and space types. The designation focuses on operational policies, maintenance protocols, stakeholder engagement and emergency plans to enhance human health and safety, and guide real estate organizations in preparing their spaces for re-entry from COVID-19 lockdowns.

To achieve the WELL Health-Safety Rating, the TD Centre team implemented a comprehensive range of features and initiatives including:



Cleaning and sanitization procedures



Health service resources



Emergency preparedness programs



Air and water quality management



Stakeholder engagement and communication



Innovation

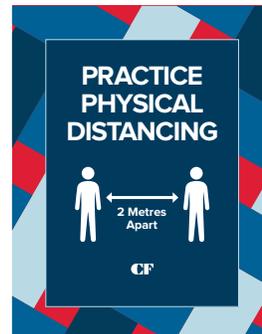
For TD Centre's complete WELL Health-Safety features visit [tdcentre.com](https://tdcentre.com).

To learn more about the WELL Health-Safety program visit [wellhealthandsafety.com](https://wellhealthandsafety.com).



# PHYSICAL DISTANCING

- The basic 2 metre physical distancing rule should be followed while at the property.
- Follow floor decals in concourse, parking lobbies, lobby and below grade stairwells.
- Seating has been removed in the common areas and Food Hall to support physical distancing. As provincial guidelines change, this will be revisited.
- Masks or face coverings must be worn in elevators.
- In some cases, smaller spaces (eg. washrooms) may limit the practical application of this rule. We strongly recommend use of masks or face coverings in these instances.
- Signage will be posted throughout the property to support physical distancing. See samples below.



## FOR RETAIL TENANT'S CONSIDERATION

- We have recommended to the Office tenants that they stagger arrival times, lunch breaks, departure times, etc. to promote physical distancing and avoid congestion. As a retailer we recommend you take this into consideration when planning your operation(s).
- Tenants should consider deploying measures within their tenant space to promote physical distancing. See our [Retail COVID-19 Food Unit and Kiosk Preparation Checklist](#) for details.
- To arrange for physical distancing floor decals outside of your space, contact CF Connect.
- Tenants will be responsible for ordering decals within their retail units.



# MOVEMENT OF GOODS AND FOOD

We ask that retail tenants communicate these changes to their staff, vendors and delivery partners to ensure compliance. As a reminder, masks must be worn in all TDC elevators. This will apply for all couriers as well.

To support physical distancing we have outlined the following options for food and goods delivery to office.

## FOOD DELIVERY TO OFFICE TENANTS



1



Office tenants may opt to meet couriers at designated areas located in lobbies. Note: Security/Concierge will not hold packages



2



For **small food deliveries**, couriers may use passenger elevators. Access should be coordinated with the receiving tenant in advance if access to the floor is secured. Note: Security/concierge will not hold packages or grant access to tenant floors.



3

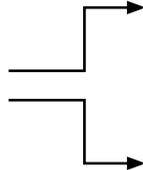


All **larger catering deliveries** must use the freight elevators. Please coordinate access with the receiving tenant in advance. Note: Security/concierge will not hold packages or grant access to tenant floors.



Note: The Food Hall will remain open for take-out only, with physical distancing measures in place.

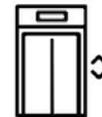
## DELIVERY OF PRODUCTS/GOODS TO OFFICE TENANTS



Office tenants may opt to meet couriers at designated pick up area located in lobbies. Note: Security/concierge will not hold packages or grant access to tenant floors.



For **small/medium packages**, couriers may use passenger elevators. Access should be coordinated with the receiving tenant in advance if access to the floor is secured.



## DELIVERY OF STOCK FROM VENDORS

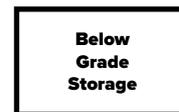


Loading Dock  
COVID-19 Self-Assessment



FREIGHT  
Mask Mandatory

Proceed through concourse  
Mask Recommended





- All deliveries must come through the Loading Dock. Clear signage will be posted to identify where couriers should drop off items.
- All individuals coming through the Loading Dock must meet the requirements of a COVID-19 Self Assessment. Clear signage will be posted.
- All deliveries (from Loading Dock to Store/Storage Room or Storage Room to Store) should be made during off-peak hours to avoid congestion and promote physical distancing.
- Deliveries bound for below grade storage must use the freight elevator.
- All loading dock personnel will don appropriate PPE.

**If you are planning on implementing any new measures to facilitate the movement of goods, or delivery of food and/or products to customers please contact your Tenant Relations Manager.**



**Couriers must wear masks or face coverings in all elevators**

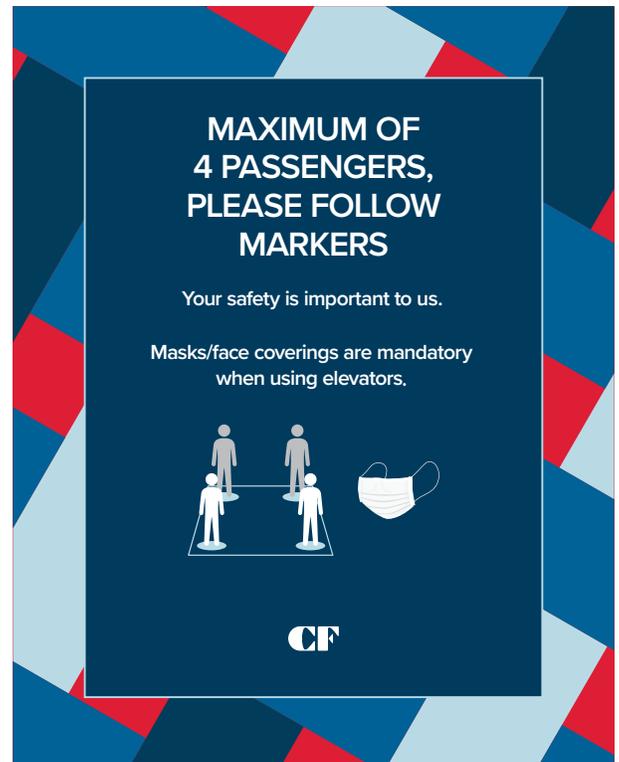


**LEGEND:**  
[Orange rectangle] FOOD DELIVERY/ SMALL PACKAGE PICK UP AREA



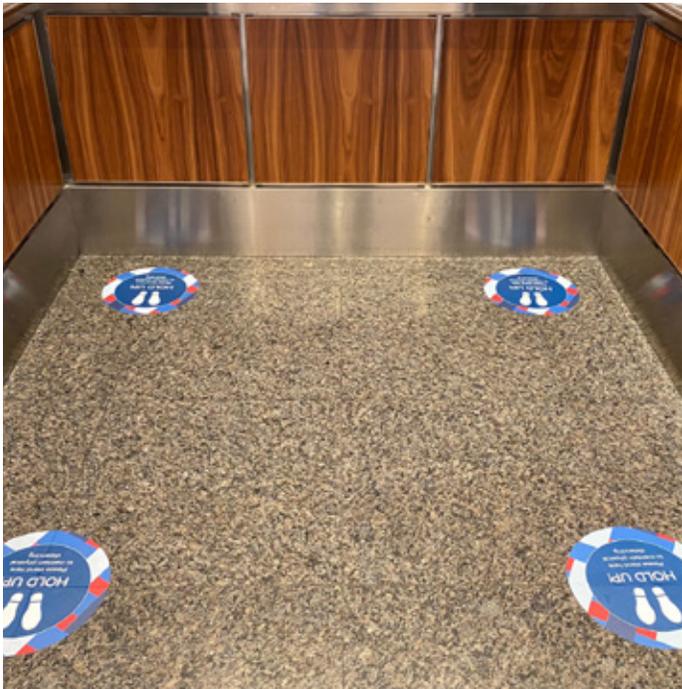
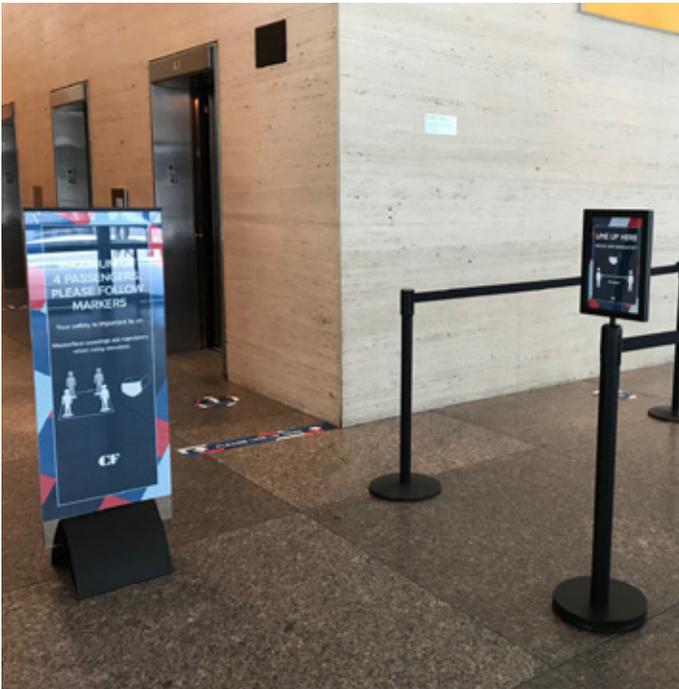
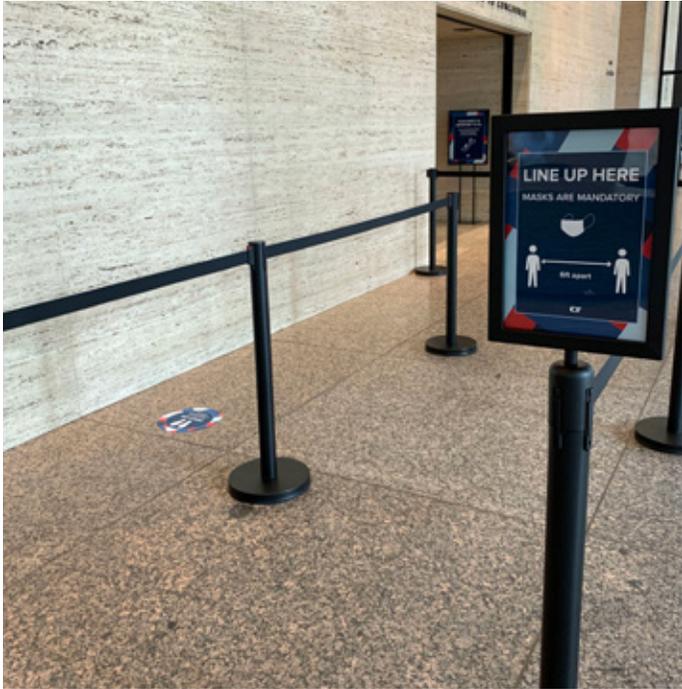
# ELEVATORS

- Traffic flow in each lobby will be managed through signage and markings.
- Floor decals will prompt individuals to maintain physical distancing.
- Masks or face coverings are mandatory in elevators.
- A **maximum of 4 people** per standard cab and **2 people** per parking cab is permitted. Clear signage will be posted.
- High touch point areas will be disinfected regularly (minimum every two (2) hours, or more frequently based on traffic).
- After entering the cab and selecting your floor, we ask that tenants move to the unoccupied decals located furthest from the elevator button panel.
- When exiting the cab at lobby level, please follow signage to avoid overcrowding the entrances.
- Should a cab arrive on your floor with 4 passengers, please wait for the next to arrive.





## Elevator Access and Egress

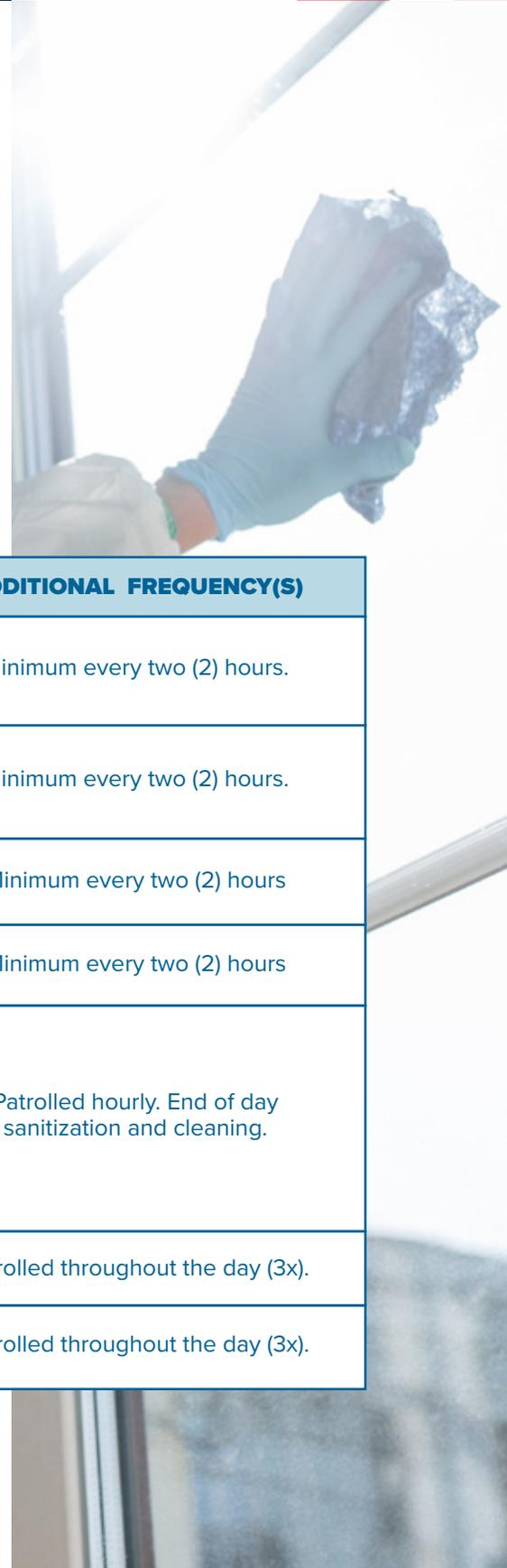




# CLEANING

**CF will continue to maintain a high standard of cleaning. Common areas, including washrooms, will be disinfected and sanitized throughout the day.**

**NOTE:** Frequency will be monitored and adjusted based on traffic patterns/usage. The following table provides a preview of key areas.



AREA	SCOPE	ADDITIONAL FREQUENCY(S)
Entrances	Disinfect and Sanitize: Glass, Handles, push buttons, kick plates. Completely vacuum and sanitize carpets.	Minimum every two (2) hours.
Elevators/Escalators	Disinfect and Sanitize: Glass/Mirrors, Handles, Call/control buttons, kick plates, floors.	Minimum every two (2) hours.
Lobby/Security Desk	Disinfect and Sanitize: Countertops, desk, keyboards, mouse, screens, POS, chair	Minimum every two (2) hours
Handrails and Glass	Disinfect and Sanitize: Glass, Handrails, kick plates	Minimum every two (2) hours
Concourse Washrooms	Disinfect and Sanitize: Faucets, soap dispensers, paper towel dispensers, toilet seats, disposal bin covers/lids, waste receptacles and door handles, flush handles, light switches, hand dryer buttons and exit door handles, change tables (where applicable).	Patrolled hourly. End of day sanitization and cleaning.
Parking	Parking Elevators, Parking Equipment, Parking Entrances, Bike Areas.	Patrolled throughout the day (3x).
PPE disposal bins	Disinfect and sanitize. PPE disposal bins are in the lobbies and handsfree	Patrolled throughout the day (3x).

- Cleaning products used are the recommended products to disinfect against viruses like COVID-19.
- Hand sanitizer stations are available throughout the concourse and Food Hall.
- Toilet seat cleaner dispensers will be installed in all base building washroom stalls.
- Hand dryers have been temporary disabled and replaced with paper towel dispensers.
- We are regularly flushing all water systems (e.g. sinks, toilets) in base building washrooms. We have engaged environmental consultants, who will be performing spot-checks of the domestic water supply for quality control.

## FOR RETAIL TENANT'S CONSIDERATION

- As a reminder, retail operators are responsible for cleaning within their retail unit.
- **Kitchen suppression system inspections will need to be completed before re-opening. A one (1) week grace period will be granted, after which security will schedule an inspection if not done already.**
- Refer to the [TD Centre Manual](#) (Page 15) for the full scope of standard cleaning procedures. Additional cleaning services can be provided by cleaning staff and charged back to the tenant.
- Have adequate supplies for staff (e.g. hand sanitizer, wipes) available throughout your unit for self-cleaning.





# WATER QUALITY



## **THE FOLLOWING MEASURES HAVE BEEN IMPLEMENTED TO ENSURE WATER QUALITY IS MAINTAINED DURING PERIODS OF LOWER OCCUPANCY.**

- Cleaners flush all base building water systems (e.g. washroom sinks and toilets) on a daily basis.
- Operators and cleaners have completed additional prolonged flushing of all base building water systems (e.g. washroom sinks, toilets and hot water tanks) and will continue to do so until occupancies increase.

## **TENANT OBLIGATION**

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### **Given the low occupancy in the buildings, the following measures should be performed within your space:**

- Tenants are obligated, in accordance with your lease, to flush your own equipment at least once per-week for a minimum of 10 minutes (eg. Private washrooms, kitchen sinks, showers) and do so in accordance with federal guidelines MD 15161 – 2013 (for example, wearing appropriate personal protective equipment). This includes but not limited to flushing and servicing; coffee makers, water coolers, dishwashers, and any other equipment which is connected to the building's potable water system. During this time please consider replacing any filters or associated equipment based on manufacturers recommendations.
- If tenants would like to make arrangements to have C&W perform this work on your behalf, please contact [Juan.Castillo@cwservices.com](mailto:Juan.Castillo@cwservices.com) for a quote.
- Follow manufacturer's recommendations for servicing; hot water tanks, supplemental cooling units, and LAN room equipment, or reach out to your service provider for their service recommendations.



# HEALTH CONSIDERATIONS



## Your safety is of the utmost importance to us. Please do not enter the property if you:

- Have traveled outside of Canada in the past 14 days AND have been advised to quarantine per the federal quarantine requirements
- Are experiencing symptoms related to COVID-19
- Have been advised by your physician or Public Health inspector to be in self-isolation (currently/within the last 14 days)
- Have been in contact with anyone who is a confirmed case of COVID-19 in the last 14 days

## In the event of a suspected or positive case of COVID-19 in or related to a CF workplace the following steps should take place:

- 1 Employee to communicate with their immediate supervisor/manager
- 2 Supervisor to communicate with CF site contact
- 3 Advise affected employee to leave workplace immediately and contact public health for guidance
- 4 Follow public health guidance and protocols for identifying other employees who may need to be in quarantine, cleaning of space/areas and additional communications
- 5 Upon communication from tenant, CF management will arrange for cleaning of common areas

## FOR RETAIL TENANT'S CONSIDERATION

- Tenants should have internal procedures in place if an employee feels unwell at work and/or demonstrates symptoms of COVID-19 (e.g. isolation room and procedure for sending those who have been in contact with that person home).
- PPE is considered general waste and can be disposed of accordingly.
- **In the event of a confirmed case, PPE is considered a biohazard and CF must be notified as a special disposal procedure is required.**



# VACCINE PASSPORT



**As per The Government of Ontario's vaccine passport system, proof of vaccination will be required to access the seating areas of our Food Hall, inline food service units that have designated seating, and indoor dining at restaurants at TD Centre.**

This requirement applies to all people 12 years of age or older and covers the following which pertains to all Cadillac Fairview properties:

- Restaurants and bars (excluding outdoor patios, as well as delivery and takeout)
- Meeting and event spaces, such as conference & convention centres
- Facilities used for sports, fitness activities and personal fitness training such as gyms, fitness and recreational facilities, with the exception of youth recreational sports
- Concerts, music festivals, theatres and cinemas

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Screening ambassadors and security will be stationed at the entrance of the designated Food Hall seating area in 100 Wellington St. West, Concourse to validate visitors' vaccination passports and photo ID to ensure that guests using the seating are adequately protected.

Restaurant and inline food service clients will manage access and proof of vaccination for their own premises and/or seating areas.

Please note that proof of vaccination does not apply to those individuals picking up takeout food or for shopping in the retail stores. It also does not apply if the individual meets any of the exemptions outlined by the provincial government and can provide written documentation stating that they are exempt.

Complete information about how the vaccination passport works and a list of services and activities where the vaccination passport will be required can be found on the [Government of Ontario's website](#).



# RAPID TESTING PROGRAMS & RESOURCES



## 1. Canada Health Labs at TD Centre

Located in 77 King St. W, Concourse Level, CHL offers rapid COVID-19 testing for work, travel, event business and personal needs:

- PCR test with a 12-hour result turnaround time & electronic travel certificate (\$145/test)
- Rapid Antigen test with 15-minute turnaround time with electronic travel certificate (\$35/test)
- Subscription for 750 PCR tests over six months (\$30,000.00 subscription fee + \$80.00/test)

For further information or to book an appointment please visit [www.canadahealthlabs.ca](http://www.canadahealthlabs.ca)

## 2. Federal Rapid Screening Program

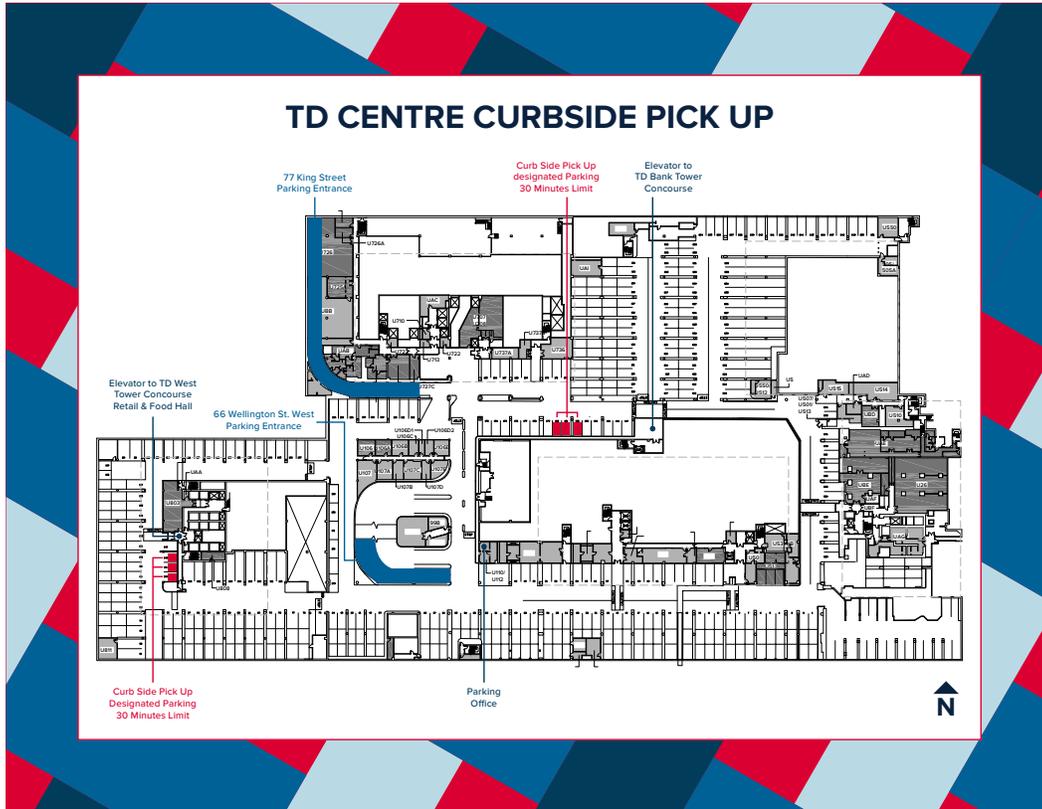
- a. Interested businesses can apply by visiting [federalrapidscreening.morewaystobenefit.ca](http://federalrapidscreening.morewaystobenefit.ca) to register.
- b. Once registered, you will receive an onboarding package that will allow you to order and pick-up kits from Shoppers Drug Mart's TD Centre Location.
- c. There is a \$14 distribution fee per 1 box of 25 kits, however the test kits are free.

For any questions contact Shoppers Drug Mart directly at 416-365-0927.

## 3. Toronto Region Board of Trade

- a. The City of Toronto partnered with the Toronto Region Board of Trade to provide free rapid screening test kits to employers with fewer than 150 employees.
- b. Learn more about this program [here](#).
- c. Businesses with more than 150 employees may order test kits directly from the [Ontario government portal](#).

# CURBSIDE PICK-UP



Designated parking spots are located in P1 Red (TD Bank Tower, spots 180, 181 & 182) and P1 Blue (TD West Tower, spots 140, 141 & 142) and will be available for **free parking for curbside pickup (up to a maximum of 30-minutes)**.

## GUIDE TO CUSTOMER PICK-UP

- 1 Customers place orders via individual retailers' websites, apps or phone
- 2 Upon entrance to parking, pull ticket and retain for exiting
- 3 Park in designated areas
- 4 Individuals are encouraged to contact stores/restaurants ahead of arrival to allow for delivery to designated curbside locations OR pick up in person at storefront
- 5 Individuals should retain proof of purchase in the event they are asked to present it at exit.
- 6 Use parking ticket to exit (Note: Do not redeem ticket at pay stations)

Customers must adhere to all mask and physical distancing mandates.

The City of Toronto's curbside pickup location is also available between 77 and 121 King St. West for up to 10 minutes of parking.



# MARKETING SUPPORT

**Cadillac Fairview's National Technology and Innovation team are exploring ways to support a new shopping and dining experience through digital applications. We will share updates in this area as they develop.**

We are also promoting retailers who are open for business through:

- Elevator Screens
- Website
- E-blasts

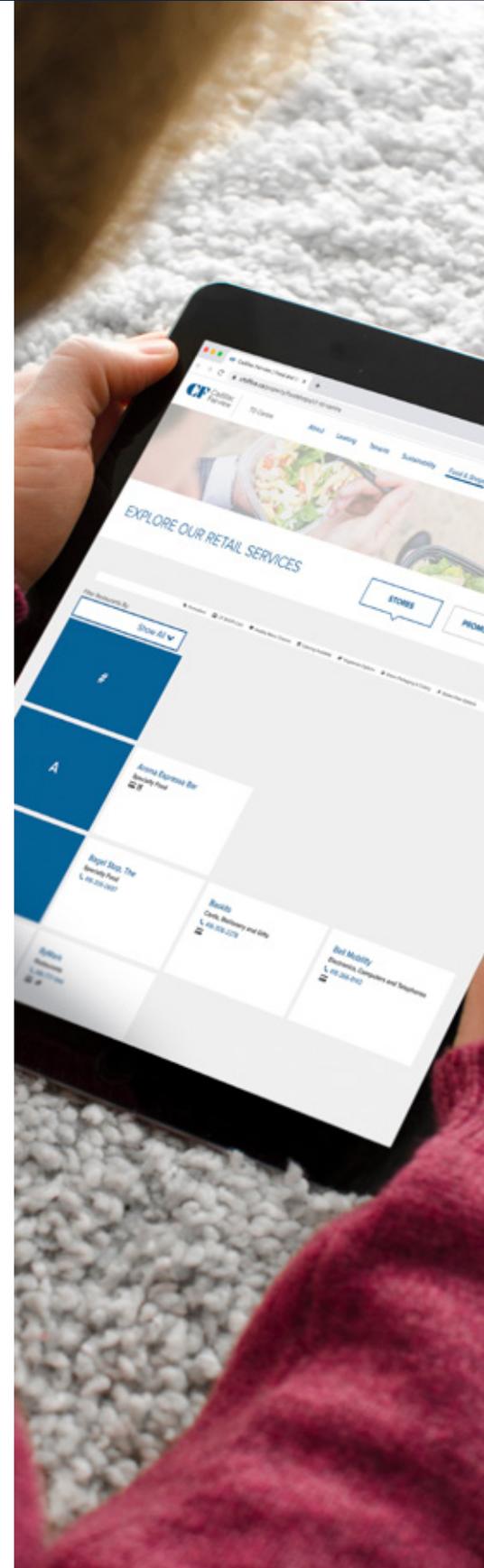
In the meantime, the following continues to be available to support your in-store or online promotions:

- Website Promotions
- Facebook & Instagram
- Elevator Screens

If you have any questions, or would like to schedule any of the above, please contact [melissa.patterson@cadillacfairview.com](mailto:melissa.patterson@cadillacfairview.com).

## FOR RETAIL TENANT'S CONSIDERATION

- Consider offering virtual or online sales assistance.
- We are constantly evaluating our programming and exploring new ways to support you. We are open to your suggestions and feedback to help us navigate a new world of shopping.





# RETAIL UNIT INSPECTION CHECKLIST

**Retail units should be inspected weekly if they remain closed per the below, to prevent and potential damage.**

**Prior to reopening, ensure all of the below has been completed.**

## **Items to Inspect**

- Landlord has been informed of reopening date
- Exit routes are clear of combustibles and obstructions
- Emergency and exit signs are functional, clearly visible and not obstructed
- Fire extinguishers are maintained, not obstructed and easily accessible
- Ceiling tiles are not showing signs of damage (water damage or cracked)
- Check all doors and windows for any signs of damage
- Check and inspect all locks to ensure functionality
- Check all storage and racking for any signs of damage
- All electrical connections appear in good condition
- Non-essential electrical connections have been powered off
- No signs of water leaks (check all areas: washrooms, floors, storage rooms and ceiling)
- Ensure hot water tanks are set to maintain a minimum 140F water temperature to prevent bacteria growth.
- Flush all water fixtures (e.g. sinks, toilets)
- Look for signs of pest droppings
- Inspect pest control traps to prevent deterioration. (If replacement required please contact your pest management contractor)



# ADDITIONAL RESOURCES



**Please see below for a list of tools and resources.**

[City of Toronto COVID-19 Updates and vaccine updates](#)

[For Government regulations and recommendations](#)

[COVID Alert App](#)

[C&W's Recovery Readiness Guide](#)

[PPE Resources](#)

[Retail Unit COVID-19 Preparation Checklist](#)

[Retail COVID-19 Patio & Terrace Checklist](#)

[Proper Use of Masks/Face Coverings](#)

[Toronto Financial District BIA Return to the Office Video](#)

[Getting to the Office on GO Video](#)



## Apps supporting physical distancing within your space:

<https://www.qless.com/L>

<https://www.wavetec.com/>

<http://www.queuemobile.com/>



We look forward to  
welcoming you back  
to TD Centre