

COMMUNITECH®

# Return to the Office Playbook

Updated version as of July 15, 2021

COMMUNITECH

THE LANG TANNING

*Hello friends,*

In the face of a global pandemic, you have all shown, again and again, that you can deliver your absolute best while working remotely for most of the time. We know that our customer experience and productivity have actually improved while most of us have been working from home. But at the same time, we've all been missing the magical energy of our Hubs, and what it has long meant to the culture of connectedness and collaboration that Communitech, its customers and this community are so well-known for.

We're one of the few organizations that get to "live with" the founders, partners and investors we work with – and as we prepare to welcome them back to our amazing spaces, it's vital that we're also there, ready to support them as best we can.

Emerging from a global pandemic is a unique and (hopefully) once-in-a-lifetime experience for all of us. It's exciting, but a lot to take in. We don't have all the answers yet – no organization does.

But if we keep all our channels open, remain kind and flexible with each other, and keep sharing our observations about what's working and not working, I know we'll get to a place where everything is more clear.

Of course we will; we're Communitechers :).

**Our team has given the playbook below a lot of careful consideration after much research and discussion. Your safety is our #1 focus – as always. Please keep in mind that this information is subject to change over the next few weeks and months based on updated advice from Regional and Provincial public authorities.**

If you have any questions or concerns, please reach out to me or a member of the HR team.

Cheers,  
Chris

## Reppin' 2-1-2

We're going to start our Return to the Office journey off with what we're referring to as the "2-1-2" model, based on a five-day work week.

We understand this won't work for everyone every week, and that comfort levels and individual needs will vary – but as anyone who has worked in our Hubs knows, it's as much about the people as the place. And if we want to work our way back to the magic and energy of the pre-pandemic Hub, we're gonna need people. The 2-1-2 model breaks down like this:

- The first "2" refers to the two days per week that we're setting as a goal for Communitechers to aim to be at the office, for what we're calling "key collaboration hours" - the part of the day between 10 a.m. and 3 p.m., which we hope will allow ample flexibility for working parents, family caregivers and remote workers. In-person meetings would ideally be scheduled during these hours.
- 1: The day we designate as the "1" in the 2-1-2 plan will vary for each of us, based on our roles and the needs of our various teams and squads. This will be at the discretion of supervisors/managers, and it will vary

depending on what's scheduled each week – events we might have in the Hub (and what your role at that event would be), in-person client meetings, team collaboration sessions and the like.

- 2: The last two days in the 2-1-2 plan will be up to you, really. This will depend on your role requirements, workload and comfort level, and you can work with your manager to sort out what's best for you.

Whether you are going to spend your day working from home or working in one of our Hubs, the first step – and it's an important one – is to discuss your plans with your direct manager. Coming out of a pandemic is a unique experience for all of us, and we don't pretend to have all the answers. So, if the plan doesn't seem like much at this point, it's because it is a work in progress, both by necessity and by design. In other words – not unlike Communitech itself – it's built to evolve and allow us to pivot to changing demands.

## The key to key collaboration hours

We've all got a lot going on and lots to juggle outside of the workplace. In order to be respectful to team members who have outside commitments or find they work better outside of normal "9 to 5", we are asking all Communitechers to make a concerted effort to schedule in-person meetings between 10 a.m. and 3 p.m. ET.

We are designating these as our "key collaboration hours" and hope this will allow for ample flexibility for team members who need to take family to appointments, drop their littles off at daycare or pick up their preteens from school. Key collaboration hours will also help us accommodate those who aren't morning people and those who are up with the birds, in the same meetings, without compromise.

This doesn't mean that no meetings will ever be scheduled outside of these hours – just that we're all going to make a conscious effort to stick within key collaboration hours for in-person meetings.



## Tools in our COVID-19 toolbox that are here to stay

As we have since the onset of the pandemic, we'll be taking every possible precaution in line with the safety measures enforced by our regional and provincial health authorities to limit spread of COVID-19.

We will continue to require team members to [fill out our online screening form each time they visit one of our Hubs](#), download the COVID Alert App, wear masks when walking around the facilities (we will have extra masks at reception if you need!), socially distance and disinfect common areas and work stations.

We also anticipate incorporating a rapid testing program into our day-to-day at the Hubs – but details on that are still being worked out as we await guidance from public health. We will have an update on rapid testing requirements in the coming weeks.

If there is any additional PPE that would make you feel more comfortable while working out of either of our Hubs, please notify HR and the team will work with you to get whatever you need.



## Hot desk summer (and fall, and winter too, likely)

Hot desks are here to stay, for now anyway. After careful research and consideration, we feel strongly that implementing hot desks throughout our facilities – as we have done since reopening the Hubs back in May 2020 – is the safest way for us to return to the office. We understand that everyone has varying comfort levels around desk-sharing but we hope the increased sanitation tools available to you before selecting a spot to sit will provide additional comfort.

There are more than 60 workstations available for use on the third floor of the Tannery and on the second floor of the Data Hub. Look for a large, round, blue “safe to sit” sticker. This indicates a workstation or meeting-room seat has been appropriately distanced from others for safety.



# Meetings, meeting rooms and meeting experiences

We anticipate increased demand for meeting rooms, since physical distancing will mean fewer people per room, and since a key reason to return to the Hubs will be for collaboration sessions and in-person meetings. In true Communitech form, we'll likely use this opportunity to think together about new, creative ways to meet and what requires a private space vs. what can be discussed in a more open area.

We've got a couple of ideas in the works to reconfigure spaces to allow ample meeting room availability (and potentially time limits!) for both Communitechers and tenants – more to come on this soon.

To book a meeting room, please familiarize yourself with the handy user guide on our booking system, QReserve, [here](#). We have more than 35 meeting rooms of varying capacity between both Hubs – please remember to book all rooms in advance, and to cancel your reservation should your schedule change.

From a technology perspective, the IT team is working to ensure the setup at both Hubs will allow for the video meetings we expect to see in a hybrid setting. We know there will be kinks to work out to ensure a consistent experience for Communitechers regardless of where they're located during a meeting. It will be up to each of us to make sure everyone feels included. We have no doubt we'll come up with best practices in no time – we're Communitechers after all.



## **Where to keep your stuff**

Right now, we expect to require Communitachers to remove all personal belongings from desk areas at the end of each day – either by storing it in an assigned locker, rolling cabinet or taking it home with you, etc. We will each be responsible for disinfecting our work stations at the beginning and end of each day out of respect for those who may choose to sit there next. While this may feel like a lot to some, we think it best to err on the side of caution when it comes to possible shared work spaces. As well, the enhanced cleaning protocols introduced at the onset of the pandemic will remain for the foreseeable future.

## **Where to store and nibble on snacks**

We continue to ensure safe social distancing in all of our common spaces and are now comfortable re-offering the use of our fridges, microwaves and other small appliances - available for use in all kitchens. We'll make the coffee in the morning but folks are welcome to make pots on their own throughout the day.

As always, you can snack all you want at your desk (being mindful of those around you and the varying allergies that are at play, of course). On days when you'll be eating lunch at the office, you are welcome to eat in the cafeteria while properly socially distancing from others (six feet plz) or you can eat at your workstation. Whatever works for you based on your comfort level. We still encourage you to use a thermos or one of the Communitech-branded insulated bags (reach out to HR if you haven't gotten one yet!) to keep food hot or cold to reduce use of shared areas. But please know that if you feel comfortable and are able to follow the safety protocols, these amenities are available.

## Scrub-a-dub-while-in-the-Hub (cleaning and sanitizing)

We have ramped up our cleaning services at both Hubs, and will continue to do so ahead of our return to the office. However, we'll be relying on all of you to help keep our facilities clean too. Hand sanitizer and disinfecting wipes will be available in meeting rooms and in other marked locations.

You'll be expected to use them to disinfect these areas before and after using them, including your desk, chair, computer hardware, etc. Wiping down meeting room tables, light switches and any other commonly touched surfaces will also help prevent the spread of anything nasty.



## Traffic flow and shared areas

Social distancing of at least two metres (six feet) is going to be a must during the first phase of returning to the office. It is key to everyone's safety that we all follow the guidance on the various signs and markers that have been placed all around our Hubs. Circular stickers on floors indicate where it is safe to line up for help at reception, IT or to grab a coffee in the kitchens. Large arrows on the floors indicate traffic flow throughout the facility. Please move in the direction indicated. Safe to sit stickers have been placed on desks and tables throughout the facility. These stickers indicate safe physical distancing on meeting room tables and desks.

We will have dedicated people on site for the first few weeks to help with questions around traffic on the stairs and elevators, to help explain what specific floor markers or arrows mean, and handle other questions that will inevitably come up as we navigate our return to the workplace together. We expect to have updates on how to navigate shared areas when new public health guidelines are released in the coming weeks.

## Washrooms

Washrooms in both facilities are being cleaned more frequently. On the third floor of the Tannery, the main hall door to the washrooms will be open to reduce touch points and signage will indicate the maximum number of people allowed in the area at a time. If you are leaving a washroom stall at the same time as another person, hang back to maintain proper distancing. And don't forget to wash your hands (duh, right?).



## **Shots, shots, shots**

While we strongly encourage vaccinations, we know that they are not an option for every single person. We depend on those who can get vaccinated to do so as a means to stop the spread and reduce the severity of the virus if contracted. Safety protocols remain the same for everyone regardless of vaccination status. If you have any questions or concerns as it relates to vaccination status, please reach out to your manager or member of the HR team.

## **Valet service**

Can you imagine?! Parking passes will be available for any and all who need one - contact a member of the HR or operations team to co-ordinate the pass that you need ahead of returning to our Hubs. If it's easier for you to hop on the ION to get to work, well we can help you there too! The HR and operations teams can co-ordinate transit passes as well – reach out and they'll get you set up.

## Clients, guests and tours

For the time being, no walk-in visitors are allowed in our facilities and all public tours have been cancelled until further notice.

**Essential visitors** (i.e. anyone who has not been issued a security access card to either the Tannery or Data Hub facilities) are welcome; though we do encourage all meetings with attendees external to Communtech be held remotely whenever possible.

If you need to bring a guest into either of our buildings, please make sure your manager is aware and the Facilities team is looped in at least 48 hours in advance. Guests will need to have downloaded the COVID Alert App as well as submitted a COVID screening form in advance of visiting either of our facilities.

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## How to wear real pants again

We're all in the same boat – most of us have avoided anything with a real waistband for more than a year and a half. Be gracious with yourself, put one foot in the right leg of your pants and the other foot in the left – and remember there is *\*NO\** dress code at Communitech.

Communitechers are encouraged, as they always have been, to dress as professionally as they feel they need to while in the Hubs and serving our customers. Hoodies? Go for it. Jeans? Sure thing. Pajamas? Keep 'em at home. Star Trek uniform? Maybe pushing it. Just a bit.

## Keeping accountable

We realize these new requirements will mean an adjustment, and that meeting all of them is a lot to ask. That's why it's crucial that you're comfortable with all that's being asked of you as we return to "normal" – and if you're not, talk to your manager or a member of the HR team so they can help come up with a plan that's best for you.

Since these safety measures can only be as effective as people's willingness to follow them, we will have to take appropriate action – starting with verbal warnings and escalating from there – if anyone is found ignoring them. If you see someone who isn't following the requirements, please let HR know instead of approaching the person directly.

# Travel policies and procedures:

## Professional travel

We're continuing to suspend business travel to any country with COVID-19 travel health notices issued by the Public Health Agency of Canada (PHAC) and U.S. Centers for Disease Control and Prevention (CDC) – and we expect this policy to remain in effect until 2022. We will update our policies on business travel to ensure we're always following guidance from our public health authorities as it becomes available. Any business travel within Canada must be approved directly by your squad leader, with notification to our HR team. Please talk to your manager if you have questions about what constitutes business-critical travel. Depending on the current status of COVID-19 globally, we may require you to work from home for a set period of time when you return from any travel.

**Travel for professional development, training, conferences, workshops and/or stakeholder meetings also remain suspended for now. More to come.**

## Personal travel

As travel restrictions begin to lift, please keep sharing any out-of-country personal or family travel plans with our Head of HR. For everyone's safety, we need to know about your personal travel, including location, method (bus, train, car, plane, etc.), stop-overs, and the dates of departure and return. This information will be kept in confidence and managed by HR to help keep our employees, their families, our tenants and guests safe and healthy. Depending on the current status of COVID-19 globally, we may require you to work from home for a set period of time when you return.

# Extra steps to help protect employees and guests

## If you begin to feel ill

If you feel ill, have a fever, or experience any cold and flu symptoms, you must go home, stay home and get well, no exceptions. Let your manager know, and seek medical guidance and treatment if necessary. This will help you to get better and help us to help our broader team and their families stay well.

## Close contact with others who are ill

If a family member or someone you are in close contact with becomes ill, or if you're concerned about the health of a colleague or guest at either Communitech location, please reach out to a squad leader. We will work with you on any steps needed to help those around you stay healthy.

## Hand sanitizing stations

We have added more hand sanitizer throughout our spaces, with hand washing instructions in the washrooms. Proper hand washing is one of the best ways to protect yourself and your family from getting sick. Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds. This is equivalent to the time it takes to sing Happy Birthday twice.

# Enhanced cleaning and sanitization of our facilities

As mentioned above, we have adopted enhanced daily cleaning, disinfection and sanitizing procedures for all areas of our facilities. This includes wiping down desks and chairs more frequently, but it also means team members who return to the Hubs will be expected to sanitize their work equipment once they are done with it, just like at the gym.

- Spray bottles containing a solution of 80 per cent alcohol disinfectant that is safe for your hands and work surfaces have been placed throughout the facility for your use. Please do not remove these bottles and let a member of the Facilities team know if they are empty and need replenishing.
- Safety info can be viewed by using the QR code on each spray bottle label. Cleaning stations will be available throughout the facility where you can access communal cleaning supplies to disinfect your workstations, etc. Please return spray bottles to the cleaning stations when you have finished using them so that others can use them.



## **Questions? Please contact:**

HR@communitech.ca