

BOMA

Canada

Emergency Coronavirus Summit

March 4, 2020





Agenda

1

Welcome and Introductions

2

Coronavirus and the Commercial Real Estate

3

Discussion & Next Steps



1

• Introductions



Welcome from BOMA Canada



Contact Jane@posterone.com



<http://bomacanada.ca/pandemic-2019/>

2019-nCoV

Welcome from DCS Global





Welcome from MaRS and BOMA International



pandemic p

Remarks from PSPC



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada



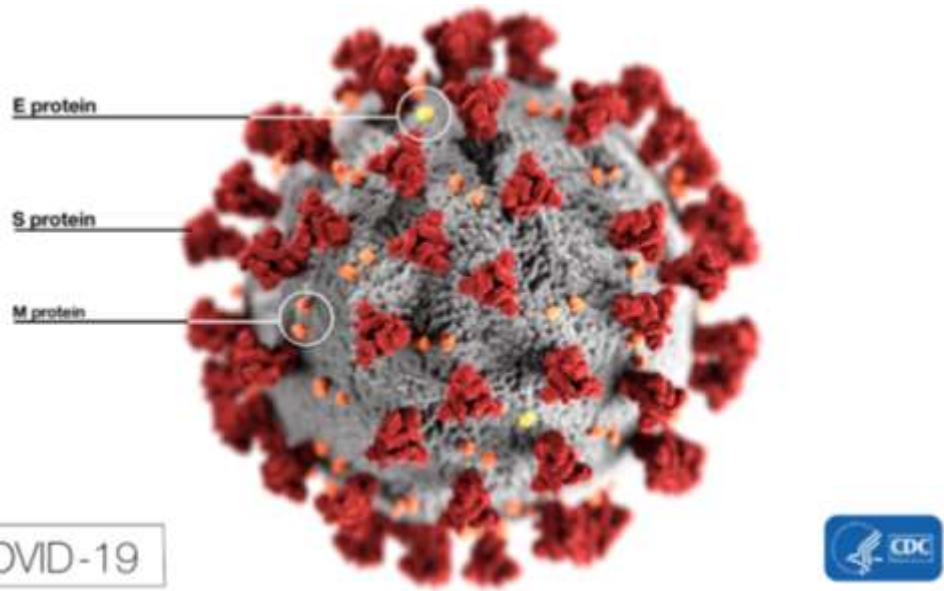
Welcome from Dr. Talia Varley



Cleveland Clinic



2 • Coronavirus and Commercial Real Estate



Coronavirus & Commercial Real Estate

PREPAREDNESS &
MITIGATION STRATEGIES

“In the past week, Covid-19 has started behaving a lot like the once-in-a-century pathogen we’ve been worried about....I hope it won’t be, but we should assume it will be until we know otherwise.”

BILL GATES

The Journal of New England Medicine, *Responding to COVID-19 — A Once-in-a-Century Pandemic?* February 28, 2020



Total Confirmed
94,250

Confirmed Cases by Country/Region

50	Malaysia
49	Bahrain
43	Thailand
42	Australia
42	Taiwan
38	Netherlands
35	Sweden
33	Canada
32	Norway
32	Iraq
28	India
27	United Arab Emirates
27	Austria
23	Belgium

Country/Region City, St/Prov

Last Updated at (M/D/YYYY)
3/4/2020, 8:33:02 AM



Cumulative Confirmed Cases Existing Cases

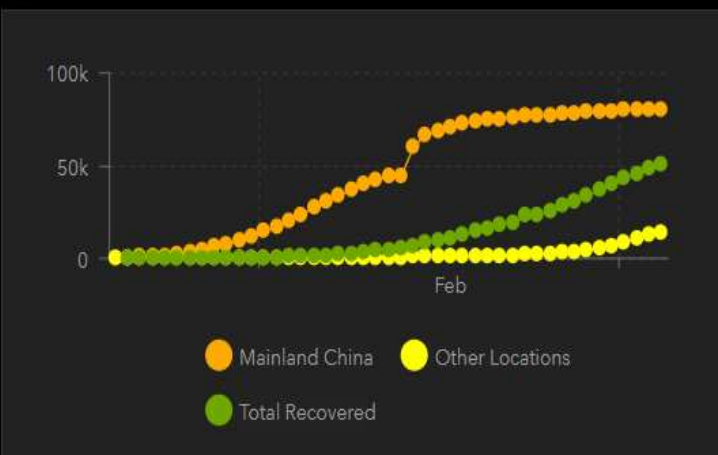
Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#). Visualization: [JHU CSSE](#). Automation Support: [Esri Living Atlas team](#) and [JHU APL](#).
Data sources: [WHO](#), [CDC](#), [ECDC](#), [NHC](#) and [DXY](#). Read more in this [blog](#). [Contact US](#).
Downloadable database: GitHub: [Here](#). Feature layer: [Here](#).

Total Deaths
3,214

2,871 deaths	Hubei Mainland China
92 deaths	Iran
79 deaths	Italy
28 deaths	South Korea
22 deaths	Henan Mainland China
13 deaths	Heilongjiang Mainland China
8 deaths	Beijing Mainland China
8 deaths	

Total Recovered
51,026

38,557 recovered	Hubei Mainland China
1,234 recovered	Henan Mainland China
1,133 recovered	Guangdong Mainland China
1,114 recovered	Zhejiang Mainland China
956 recovered	Anhui Mainland China
913 recovered	Hunan Mainland China
884 recovered	Jiangxi Mainland China



Actual Logarithmic Daily Cases

Situation report: March 4, 2020*



- Total Canadian cases to date: 33
 - Ontario: 20
 - British Columbia: 12
 - Quebec: 1
- Total worldwide cases: 94,250
- Deaths in Canada: 0
- Deaths worldwide: 3,214

* See Johns Hopkins University, Center for Systems Science & Engineering, updated daily

COVID-19

Symptoms

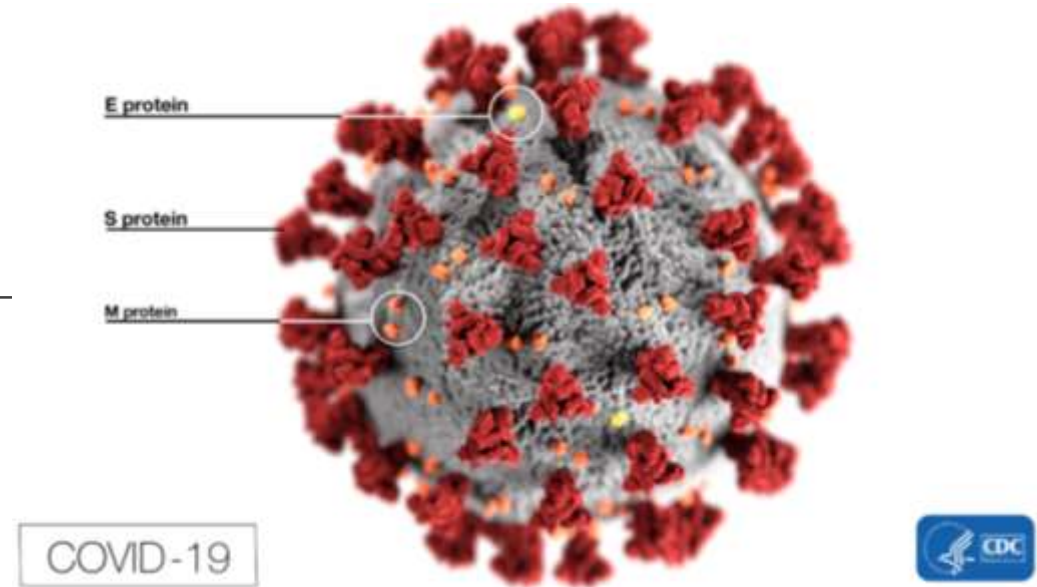
- fever
- cough
- breathing difficulty (in some cases)

Transmission

- limited human-to-human, via contact and droplets (coughs, sneezes, speaking)

Treatment


- symptom management, prevention of complications; no vaccine currently available



* From *Government of Canada, Public Health, COVID-19 for Health Professionals*

Canadian pandemic planning

CANADIAN PANDEMIC INFLUENZA PREPAREDNESS:
Planning Guidance for the Health Sector



Pan-Canadian Public Health Network
Réseau pancanadien de santé publique

Federal/Provincial/Territorial
Public Health Response
Plan for Biological Events



2018

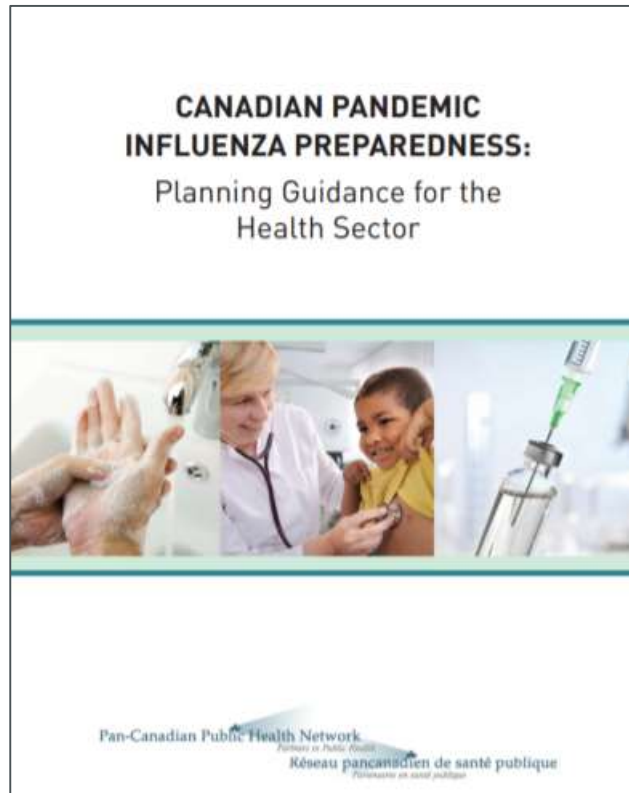
Pan-Canadian Public Health Network
Réseau pancanadien de santé publique

North American Plan
For Animal and Pandemic
Influenza



Released on April 2, 2012

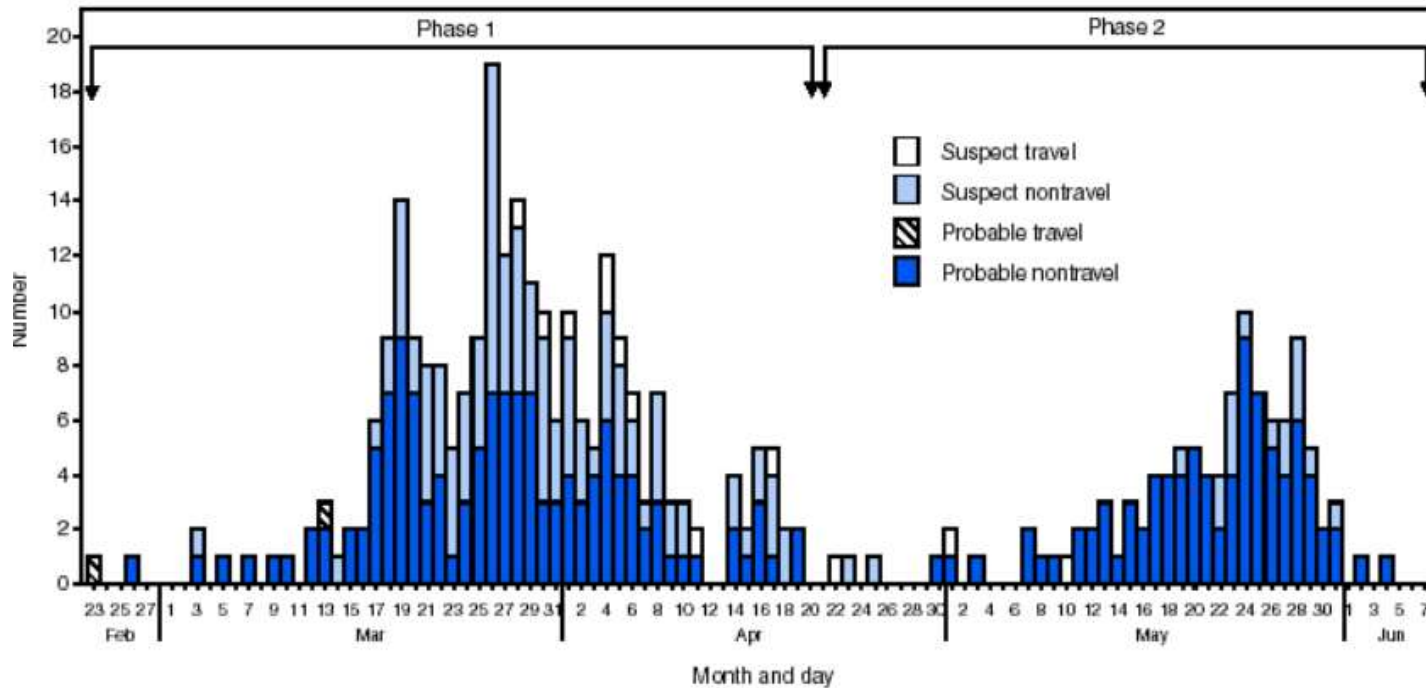
Canada's pandemic playbook



- Canada's response
 - May not coincide with the global picture
 - WHO global phases will not be used to describe the situation in Canada or be used as triggers for action in Canadian jurisdictions
- Vaccine will take some time to develop
 - Antivirals used
 - Vaccine not likely during first pandemic wave
 - Will become available in stages; prioritization of initial doses
- Expect more than one wave of illness

SARS coronavirus

FIGURE 1. Number* of reported cases of severe acute respiratory syndrome, by classification and date of illness onset — Ontario, February 23–June 7, 2003



*N = 361.

Source: CDC, MMWR Weekly, Update: Severe Acute Respiratory Syndrome Toronto, Canada, 2003

Canada's approach

1. Containment
2. Preparation
3. Mitigation



Canadian public health measures key messaging*

1. Individuals

- Hand hygiene
- Respiratory etiquette
- Cleaning, disinfecting surfaces
- Wearing mask if sick
- Voluntary self-isolation
- Voluntary home quarantine



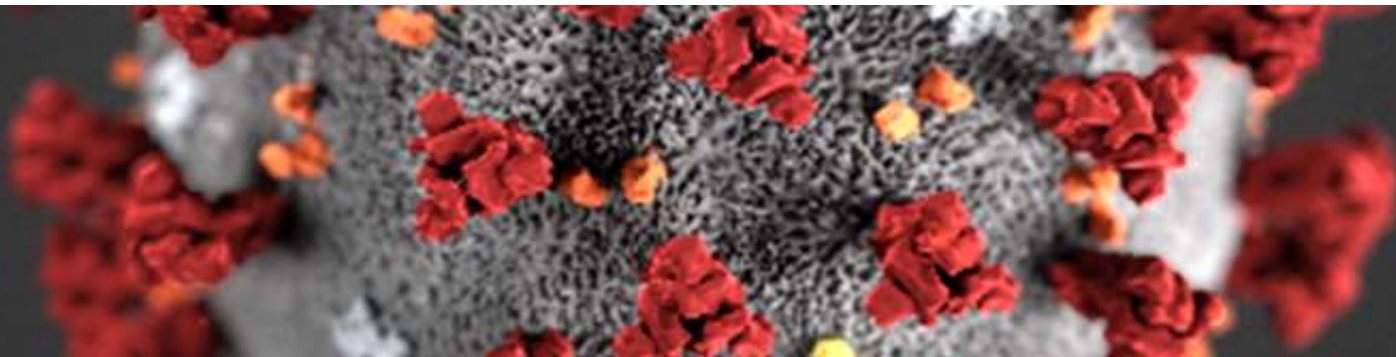
BOMA Canada & PosterOne

* From *Canadian Pandemic Influenza Preparedness: Public Health Measures Strategy*, 2019

Canadian public health measures key messaging

2. Community-based

- Environmental cleaning of public spaces (see public health guidance)
- Social distancing measures – limiting frequency & duration of close contact



WHO COVID-19 guidance for workplaces*

- Keep work surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) clean & hygienic; wipe with disinfectant regularly
- Promote regular and thorough hand-washing (employees, contractors and customers); display posters promoting hand-washing in key areas
- Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled



*WHO, *Getting your workplace ready for COVID-19*, February 27, 2020

WHO COVID-19 guidance for workplaces

- Offer guidance at meetings and provide information on the intranet to promote respiratory etiquette
- Develop a plan for what to do if someone becomes ill at your workplace
- Advise employees and contractors to consult national travel advice before going on business trips
- Promote teleworking across your organization

27 February 2020

Getting your workplace ready for COVID-19

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China to be a Public Health Emergency of International Concern. WHO stated there is a high risk of the 2019 coronavirus disease (COVID-19) spreading to other countries around the world. WHO and public health authorities around the world are taking action to contain the COVID-19 outbreak, however, long-term actions cannot be taken for granted. As sections of our society – including businesses and employers – must play a role if we are to stop the spread of this disease.

How COVID-19 spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects – such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some people experience more serious illness and may require hospital care. Risk of serious illness rises with age; people over 60 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

Simple steps to prevent the spread of COVID-19 in your workplace

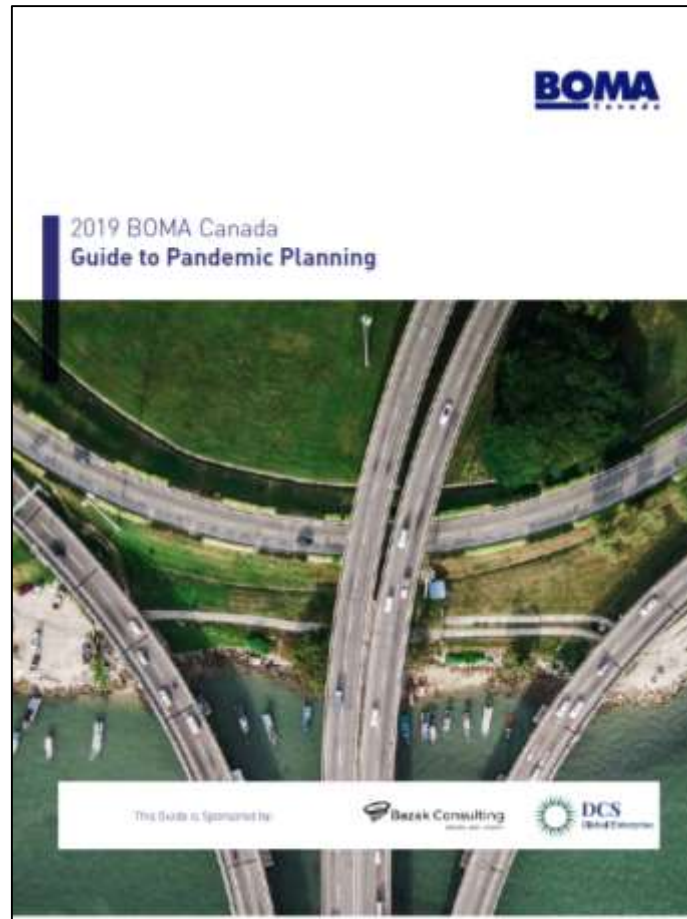
The low-cost measures below will help prevent the spread of infection in your workplace, such as COVID-19, and other bugs, and protect your customers, contractors and employees.

Employers should start doing these things now, even if COVID-19 has not arrived in the communities where they operate. They should reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces.

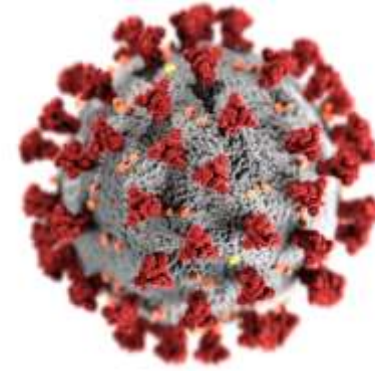
- Make sure your workplaces are clean and hygienic
 - Surfaces (e.g. desks and tables) and objects (e.g. telephones, headphones) need to be wiped with disinfectant regularly.
 - Why? Because contamination of surfaces touched by employees and customers is one of the main ways that COVID-19 spreads.

27 February 2020, Version 1.4

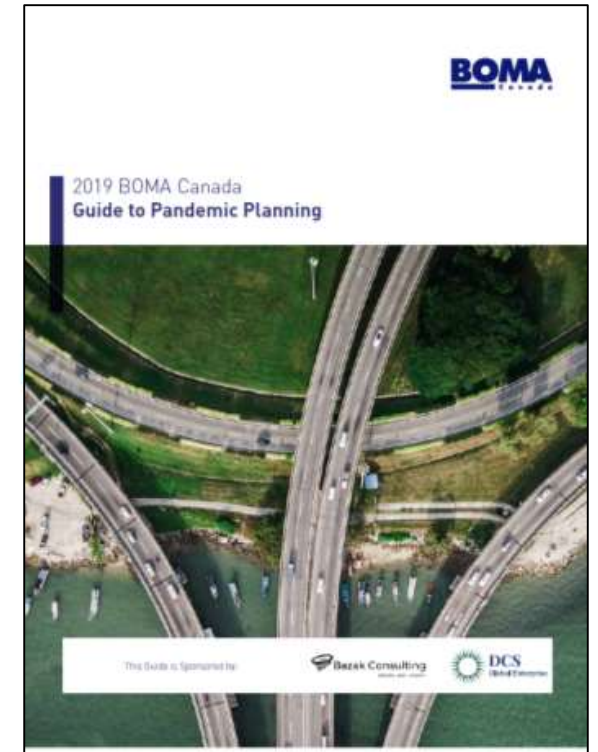
BOMA Canada Guide to Pandemic Planning



Review, prepare, & mitigate using current coronavirus data



- Your pandemic plan
- Keeping your employees safe and healthy
- Have you revised HR policies with respect to COVID-19?
- Communication (internal, external)
- Supplies, supply chain and supplier readiness
- Information technology
- Security
- Legal considerations
- Business continuity



Lessons from China

- Crisis occurred at worst possible moment in China (Chinese New Year)
- Wuhan lockdown very effective
- Employees have worked from home for past 3 weeks
- E-commerce has enabled people to quarantine
- Challenge: coordinating cleaning & disinfection standards with tenants
- Returning to work gradually – building management on high alert to protect tenants; swift isolation of sick occupants
- Positive learning: WeChat has been effective communication tool; used to manage response and communicate with tenants and government authorities



Dominic Lau
Executive Director, BOMA China



Communicating with Customers: WeChat

- BOMA certified building, Guangzhou International Finance Center (IFC) has developed a comprehensive program to protect staff and tenants.
- Building management uses WeChat to communicate with stakeholders

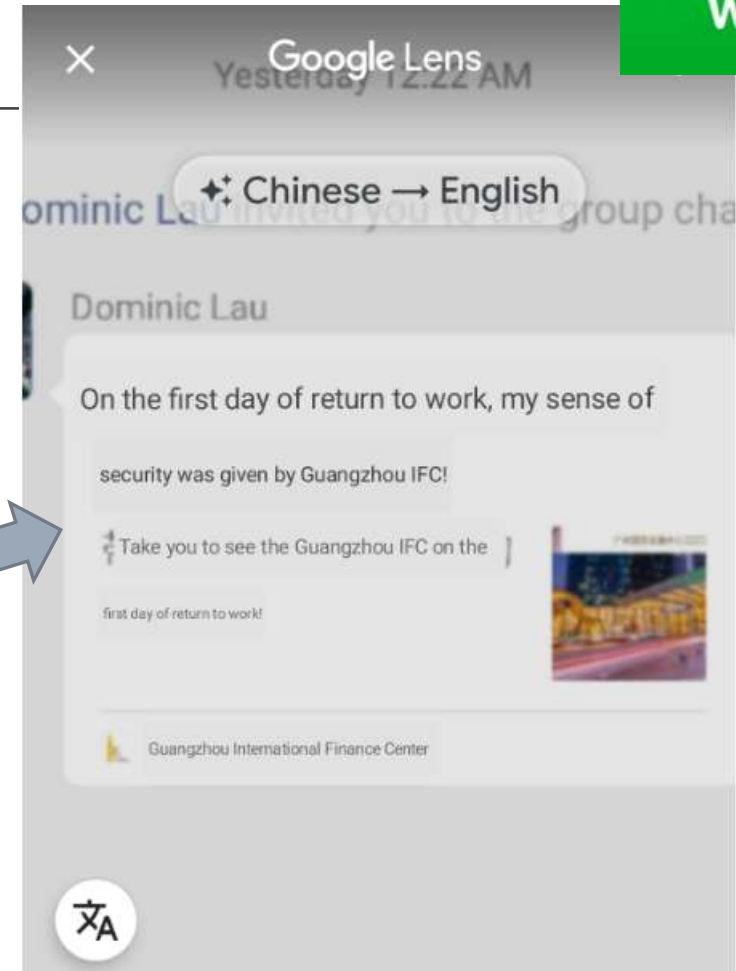
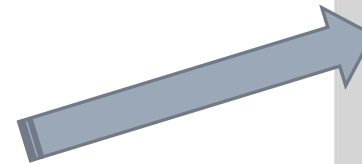


IFC WeChat message



Welcome back!

Link takes occupant to relevant novel coronavirus information, e.g. building entrances to use, expect heat-sensing equipment to take temperatures, personal hygiene reminders, cleaning & disinfection protocols, security updates, etc.



Lessons from China

February 14, 2020

CHALLENGE

Class A office building in Guangzhou confirmed a Coronavirus case; tenant employee on 13th floor

RESPONSE

- Building management evacuated 12th, 13th and 14th floors
- Occupants instructed to self-quarantine at home for at least 14 days and monitor signs of infection
- Occupants from 12th, 13th & 14th floors must have permission of public health to return to work
- Occupants on all other floors permitted to work in building; random inspection by local public health
- Extensive disinfection of affected floors



Lessons from China

- BOMA China is currently conducting a survey of building management on members' COVID-19 experiences
- 156 question survey designed to:
 - Summarize challenges and hurdles
 - Propose improvements
- Panel of industry experts will formulate recommendations based on findings
- Goal is to report by end of March 2020



Dominic Lau
Executive Director, BOMA China

Q & A



Thank you!

ARE YOU READY?



Bazak Consulting
learn. plan. prepare

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3 • Discussion & Next Steps

To ask questions please use the chat functionality in Adobe Connect.

For those only on the phone, please email vpapp@bomacanada.ca



Stakeholder Relations: How can we handle public- facing challenges?





Business Continuity:
How can we prepare
our own firms?





Building Operations: How can we help our tenants?





Next steps and
How can BOMA further assist?



Connect with us!



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@BOMA_BEST



BOMA Canada,
Benjamin Shinewald



BOMA Canada



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Sign up for our mailing list @ www.bomacanada.ca

Thank you!

Merci!

