Resilience.
I know our community spirit is alive and well and we remain committed to serving our clients and communities... Better Together even though We’re Apart.

Gord Johnston
President & CEO

Getting Back to Social
Responding to COVID-19

During this unprecedented COVID-19 event, a top leadership priority has been to keep Stantec’s people and the communities we serve safe. Over the past several weeks, the Stantec Pandemic Committee has worked tirelessly with company leadership to adapt and execute a Pandemic Response Plan. Like countless other corporate pandemic committees around the world, ours is meeting daily to assess global impacts and gain a clear understanding of what government and health officials are recommending or mandating so that the best decisions can be made for our people, communities, and clients.

We believe that the Stantec community spirit is alive and well and remains committed to serving our clients and communities and that we are well positioned to keep projects moving forward despite the current challenging circumstances.

Stantec’s COVID-19 response is aligned with our clients and industry partners. As part of that alignment, this document “Getting Back to Social” is an initiative that is focused on addressing our clients’ needs to address public education and safety as businesses begin a return to more normal operations. An emphasis here is in immediate, short-term measures while work is continuing to develop mid- and longer-term strategies that will assist clients in making decisions in the best interest for each of their projects.

“We are better together” is another of Stantec’s core values. Although we may not be physically together at present—in client meetings, office settings, and industry events—our community spirit is alive and well and remains a testament to a commitment we keep in serving our clients and communities.
Preparing properties for the return of all those who work, visit, live, connect, interact and provide service to these properties with protocols, information, security and amenities that respect, educate and facilitate new behaviors required for proper social distancing, hygiene and safety... in the aftermath of COVID-19 and in preparation for possible future events.

The purpose of this document is to present a range of ideas for to consider as properties begin to return to normal operation. Our thinking thus far has considered the practicality, simplicity and immediate deployment needs for short-term (1-6 month), mid-term (6-18 month) – as well as ideas for long-term (18 month +) implementation and more permanent duration.

**Short-Term**

The assumption for immediate deployment strategies centers around maintenance of now familiar social distancing and hygiene protocols, in concert with informational graphics, signage and wayfinding that will support safe behaviors with easily recognizable elements.

These elements should share a common visual language and color palette that reflect the quality of the building environment in tone and user experience and that convey a friendly, non-threatening yet authoritative voice of professionalism.

Subsequent pages in this document illustrate particular concepts from a range of possibilities. The desired outcome is to provide a “kit-of-parts” library of ideas that can fit a range of individual site conditions.

**Mid-Term**

Thinking beyond the short-term need for more overt precautions associated with the resumption of social gatherings, our thinking presumes that much of the procedural and behavioral practices established early will form the basis to reinforce new norms and expectations from the general public. Early phase operations, protocols, furnishings, signage and graphics may become less temporary in function and appearance and more attuned to specific property needs and aesthetics.

**Long-Term**

While short-term/mid-term solutions are the most pressing and immediate need for reinforcement of currently routine social interaction restrictions and safety measures, some attention has been paid to related considerations for long-term operations, hardscape modifications, furnishings, and management protocols that require more thought for design, development and implementation. These types of long-term strategies also imply greater cost for more permanent effect.
Experience Journey Diagram

1. At Home
   - App, Digital Check In
2. Commute
   - Drive, Transit, Walk, Park
3. Entry
   - Queueing, Lobby, Reception, Security
4. Circulation
   - Access, Doors, Elevators, Stairs
5. The Office
   - Internal Areas of Interaction

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An outline that considers all typical touchpoints of potential users and visitors to a property. These are broken into short and long-term categories and is meant to be as comprehensive as possible. The extent to which any of these touchpoints are addressed is dependent on client determination.
It may be advantageous to develop a specific brand identity for the “Back to Social” initiative.

An effectively branded identity for the program can provide quick recognition for the user in need of guidance, information and reassurance while reorienting to a specific building environment.

A tone that is proactive, friendly and engaging has the potential for building trust in owner/management preparedness.

The following pages reflect initial ideation for potential program naming and graphic personality as well as intentional visual ties to Stantec or particular client’s branding identity.
Program Identity | Graphic Studies
Ground Plane Graphics - 6 ft. Distancing
Program Identity | Graphic Studies

Single Shade Units - 10’ x 10’ Canopy

Short-Term
Program Identity | Graphic Studies

Single Shade Units - 12' x 12' Canopy
Mid to Long Term
Program Identity | Graphic Studies

Hines Aware Staff Apparel

BE SAFE

AWARE IS CARE

SAFE ONE. ALL SAFE.

AwEARE IS CaRE

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Before you even leave home...

Check to confirm the building is open and see if there is any additional guidance or instructions.

Take your own temperature and submit the results using your phone or computer to the building’s Security App for confirmed clearance that morning. A pre-confirmed acceptable temperature allows one to bypass the screening station in the building’s lobby.
Before you leave your car...

Follow prescribed alternating parking space instructions if applicable.

Secondary entries can install long distance-read red and green lights to stagger the employee’s approaches.
Secondary Building Entries

May be dedicated to everyday employees, reserving the main entry for guests and visitors.

Break the alphabet into chunks and assign entries to the employees by their last name.

Peak traffic times may require staffed assistance to minimize congestion.

These entries will have additional signage in place to inform and guide the workforce.

Additional seating and informal shading devices may be added if exterior wait times demand.
Once Inside...

Follow all posted “rules of the road” and behavioral expectation guidelines.

In some settings, special campaigns may be included targeted directly to children.

These guidelines are extremely important. Be sure to post in strategic, high-traffic areas.
Arrival | Building Entry
Queueing and Health Screening
Arrival | Building Entry
Queueing and Health Screening
POSSIBLE LOBBY SOLUTIONS

ADDITIVE:
- 1. Informational Signage
   a. Building and Space Guidelines for Use
   b. Hygiene and Wellness Stations
   c. Reception Desk and Security Area Protocol
- 2. Hygiene Station
   a. Masks and Gloves
   b. Purell Dispensers
   c. Trash Can
- 3. Receptionist Desk
   a. Queuing Markers
   b. "Sneeze Guard" Barrier
   c. Coatrack and Article Table
- 4. Security Area
   a. Queuing Markers
   b. Sanitizing Station after Security
- 5. Wellness Station
   a. Registered Nurse or Certified EMT Attendant
   b. Temperature Station

SUBTRACTIVE:
- 1. Removal of Furniture
   a. Removal of arms only (if possible)

REPLACEMENT:
- 1. Door Handles
- 2. Keyed Entries
- 3. Furniture Types (per location)

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POSSIBLE SOLUTIONS

ADDITIVE:
- 1. Hand/Arm
  - a. Push-plates
  - b. Pullers
- 2. Foot
  - a. Kickplates
  - b. Toe Pulls
- 3. Tissue Dispenser (door-mounted)
  - a. Trash Can + Paper Towels
- 4. Motor-assist
  - a. Button
  - b. Push/Pull
- 5. Automatic Opener (touch-free)
  - a. Sensor

REPLACEMENT:
- 1. New Hardware
  - a. Off-the-shelf
  - b. Custom
- 2. New Door with integrated hardware

RECONFIGURE:
- 1. Door Removal
- 2. One-way door traffic
- 3. Double-swing (code permitting)

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Interior Spaces

Entry Doors

Dedicated Doors for Single-direction Traffic

Hand Sanitizer Upon Exit

Wall-mounded Tissue Dispenser

Typical office entry door condition.

R revolving Door for Emergency Egress Only
Interior Spaces
Interior Doors - Typical

- Touchless Hardware or hardware removal where possible
- Informational Graphic about Door Operation
- Additional Kick Plate
- Possible foot-actuated Door, w/ Integrated Hardware
- Wall-mounted Hand Sanitizer
- Can the door be removed entirely?

Typical interior door condition.
Interior Spaces
Interior Doors - Restroom

Motor-assist Opener or Automatic Opener
Possible Double-swing door
Up-to-date Informational Graphic
Wall-mounted Tissue Dispenser
Latch-less or Disabled Hardware
Trashcan located next to door
Typical interior door restroom door condition.
Toe-pull Hardware
Arm-puller Hardware

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POSSIBLE ELEVATOR SOLUTIONS

ADDITIVE:
1. Designated Elevator Graphics
   a. By Name
   b. By Floor
   c. By Department

2. Instructional Graphics
   a. Mask-Only Area
   b. Limited Occupancy
   c. Designated Floor Markers for Standing
   d. Button-Pressing Instructions

3. Tissue Dispenser (wall-mounted)
   a. Trash Can + Tissues (inside and outside)

4. Mask Station
   a. Mask Dispenser and Graphic
   b. Trash Can

5. Disinfecting Cycle
   a. Manual (fogging and/or wipe)

6. Automatic Opener (touch-free)

REPLACEMENT:
1. New Hardware
   a. Taller Buttons / Extensions
   b. Large Foot Buttons

2. New Interface
   a. Voice-controlled
   b. Touchless

3. Disinfecting Cycle
   a. Automatic Fogging

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Short-term  Long-term

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Interior Spaces
Elevator & Cab

Typical elevator exterior conditions.

Typical elevator interior conditions.

Rider Designation Graphic
Protocol Instructions
Call-Button Extensions
Foot-Triggered Call-Buttons

Foot-Triggered Interface
Tissue Dispenser
Voice-activated Interface
Floor Markers for Standing
Trash Can
Mask & Tissue Dispenser

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FACILITY PROTOCOL RECOMMENDATIONS

Responding to COVID-19
Safe at Work Plan

1. Develop a plan for each facility that considers the level of risk associated with the facility and the region.

2. Stay updated on federal, state, and local recommendations and incorporate into the workplace in real time.

3. Conduct a staff/occupant assessment to address remote working and in-office comfort and needs.

4. Create policies and procedures for staff and/or occupants to follow and management to enforce.

5. Consider the exposure risk of the staff, general public, customers and/or clients when developing a plan.

6. Plan should address the following:
   a. Increased worker absenteeism, especially essential operations
   b. Downsizing operations, staggered schedules, social distancing, and remote service delivery
   c. Interrupted supply chains and delivery delays
   d. Steps the building management and employers are taking to reduce occupant exposure in their workplace environments
   e. Emergency communications strategy that identifies building and office contacts and a platform to share information to building tenants and office staff
   f. Revisit the plan weekly to assess what is working and what is not working
   g. Be nimble with making changes and react quickly

Occupant Safety & Health

1. Recommendations for daily personal protection for tenants, management, and employees:
   a. Provide resources and a work environment that promotes good personal hygiene
      - For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces
   b. Wash hands with soap and water for a minimum of 20 seconds immediately upon entering the building and office. If a sink is unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol.
c. Wash hands or use hand sanitizer frequently and after touching public surfaces and using the restroom throughout the day.

d. Avoid touching your eyes, nose, and mouth

e. When sneezing, cover your nose and mouth with a tissue, dispose of it into an appropriate (preferably closed) container, and wash or sanitize hands.

f. Do not share equipment between staff without properly disinfecting first

g. Provide access to face masks for employees

2 Consider a staggered staff schedule in office spaces, scheduling a percentage of staff to work remotely, determined by risk of contagion in region

3 Recommend that all staff and building personnel maintain a distance at minimum of 6’ apart

4 Space staff sharing open office space in every other workstation if possible

5 Implement a one-way circulation pattern in areas that cannot accommodate a 6’ minimum separation between individuals

6 Minimize activities where groups congregate. If an in-person meeting must take place, keep them to a maximum of 10 people in spaces where social distancing of 6’ minimum can be maintained

7 Encourage virtual meetings whenever possible

8 Ask occupants/staff that traveled internationally or been in contact with a COVID-19 positive individual to work remotely for 14 days

9 Occupants/staff that have fever and/or symptoms should stay home

10 Individuals that have a positive diagnosis should not report to the office and should follow quarantine guidelines from CDC

11 Report back to supervisor and/or management if exposed or diagnosed

12 Encourage self-reporting as a means of daily check in for those staff/occupants working remotely
Cleaning & Disinfecting

1. Prior to occupants re-entering building, consider a deep cleaning services for biohazard remediation that follows OSHA and CDC Pathogen Standards for a science-based, safe approach to ensure potential contaminations are properly disinfected.

2. Follow EPA recommendations for all cleaners and disinfectants.

3. Increase frequency of daily cleaning throughout the day.
   - Maintain restrooms, break rooms, and common area facilities by cleaning hard surfaces with disinfectant throughout the day.

4. Clean carpet and soft surfaces:
   - According to the EPA there is not a disinfectant that can claim to disinfect soft surfaces or carpet
   - A minimum of once daily vacuuming, more frequent in common areas, with high-efficiency particulate air (HEPA) filters that trap 99.97% of airborne particles
   - Ensure that equipment has been properly maintained and filters are free of particulates prior to cleaning
   - Wipe down equipment with an approved disinfectant wipe or spray
   - Clean and maintain HVAC filters and equipment prior to staff entering facility and maintain the recommended schedule by manufacturer

5. Request and receive photos and documentation ensuring that all surfaces and areas have been properly disinfected from deep cleaning contractor and/or regular cleaning crews. Change and use high efficiency air filters regularly.

6. Maintain HVAC systems according to manufacturer's schedule, possibly accelerating filter changes during the time of an outbreak. Contact manufacturer for recommendations.

7. Consider installing air quality sensors in occupant spaces to measure risk of air filtration overload.

8. Increase ventilation and circulation in spaces for optimum air quality.
**Communication & Transparency**

1. Communicate any government mandates and regulations to property management and tenants and provide any changes in facility or office procedures immediately.

2. Openly advertise safety protocols for visitors, social distancing and housekeeping to establish a sense of trust that occupants and employees' health and safety are top priorities.

3. Communicate often with the occupants and visitors the measures that have been taken to disinfect areas.
   - a. Provide cleaning reports from contractors and janitorial staff
   - b. Post signs in public areas and restrooms with details of steps taken to protect areas
   - c. Post pictures and future schedules to give occupants peace of mind that all steps are being taken to protect their health
   - d. Encourage personal cleanliness by posting signs with handwashing procedures and fun ideas for counting the recommended 20 seconds of cleansing

4. Implement a change communications program to outline the “new normal” and consider change management techniques.
   - a. Examples include: establishing safe-at-the-office champions, tours and instructions for safety and health in the office space
   - b. Consider change communication documents, such as “Frequently Asked Questions” postings and/or “Stay-Safe Etiquettes” guide

**Resources:**

- OSHA: Guidance on Preparing Workplaces for COVID-19
  [https://www.osha.gov/Publications/OSHA3990.pdf](https://www.osha.gov/Publications/OSHA3990.pdf)

- IFMA Foundation: Pandemic Preparedness Manual
As communities emerge from quarantine and work-from-home, it's very likely that residual fear about workplace health and safety will linger. We'll all be more acutely aware of the hazards associated with surfaces we touch, and the people we interact with after this prolonged period of social distancing. This awareness will take a toll on our physical and, most notably, mental health.

In the wake of the COVID-19 pandemic the connection between the physical environment and wellness has never been so clear. We'll view the spaces and places in which we live, work and play through a different lens now. Is the air in this building filtered? Are there proper hand-washing facilities? Are there enough sanitizing stations? How many surfaces do I need to touch and how clean are they? Where can I go for a quiet break if the office crowd is too much after being away?

Employers, property owners, and facility managers must prepare for the new mindset.

Our wealth of experience in the healthcare sector combined with our deep understanding of wellness certifications like WELL and Fitwel have taught us how to leverage design, operations and policies to proactively address risks of pathogen transmission, and create restorative environments where building occupants feel safe, comfortable, and supported. We know what it means to design for a strong and resilient workforce.

These are unprecedented times, calling for creative and innovative responses founded in human empathy. Our goal is to help communities foster human resilience as we navigate a rapidly changing world.
How do we help our clients realize measurable value on investment into the health, well-being, and happiness of building occupants?

A focus on people has never been more important.

People are fundamental to design, construction, operations and development decisions. When we focus on the human experience of the buildings and spaces we design, we have the ability to add meaningful value to real estate assets, generate savings in personnel costs, enhance human health and well-being, and enrich the overall experience of spaces and places.

The WELL Building Standard™ is a comprehensive framework for the design strategies, operations protocols and organizational policies that aims to measurably improve the safety and health of people in indoor spaces. From our architects and interior designers, to our mechanical engineers and sustainability consultants, our WELL Building experience enables us to provide a facility assessment with respect to human health and wellbeing. In the context of the most pressing issues arising from COVID-19, we encourage all employers, property managers to consider the following strategies and measures:

- **Indoor Air Quality (IAQ); Hand-washing Infrastructure; Building Condition Assessment & Recommissioning; Industrial Hygiene; and Mental Health Design Support.**

**Hand-washing Infrastructure**

**Pandemic-Related Priorities**

Increase adoption and cultural engagement in proper hand-washing practices to mitigate concerns in shared workspaces and reduce the risk of pathogen transmission among occupants.

**Immediate Interventions**

- Carry out water quality and hand-washing infrastructure assessment, testing, and building audits.
- Sanitizing stations using at least 60% IPA sanitizer.
- Develop and/or review of operational policies for access, custodial services, and maintenance of hand-washing facilities.
- Provide situational cues, messaging, and branding to engage and educate all occupants in proper handwashing practices.
Well designed, installed, and monitored mechanical and plumbing systems produce healthy indoor environments where pathogens are filtered, diluted and removed from the occupant breathing zone. Our mechanical engineers apply fundamental principles of thermodynamics and building physics (humidity, air flow, differential pressurization), smart controls and sequencing of operations, and innovative ventilation and filtration technologies to mitigate the presence and spread of potential pathogens and allergens.

**Pandemic-Related Priorities**

Rapidly address indoor air quality issues—perceived and actual—in existing buildings.

**Immediate Interventions**

- Conduct air quality assessments, testing, design and provide engineering guidance to improve ventilation effectiveness of existing HVAC systems, support long-term air-quality monitoring, and create air-quality awareness.
- Adapt controls and sequencing to accommodate and monitor additional filtration needs.
- Develop messaging and education for building occupants—dashboards, apps, situational cues—to reduce concerns regarding potential pathogen transmission.

**Indoor Air Quality (IAQ)**

Knotel Inc.
New York City, New York

**WELL Building Reference Criteria**

- Enhanced Air Quality
- Ventilation Effectiveness & Enhanced Ventilation
- Air Quality Monitoring & Awareness
- Pollution Infiltration Management
- Air Filtration
- Microbe and Mold Control
Well designed, installed, and monitored mechanical and plumbing systems produce healthy indoor environments where pathogens are filtered, diluted and removed from the occupant breathing zone. Our mechanical engineers apply fundamental principles of thermodynamics and building physics (humidity, air flow, differential pressurization), smart controls and sequencing of operations, and innovative ventilation and filtration technologies to mitigate the presence and spread of potential pathogens and allergens.

Pandemic-Related Priorities
Assess building systems and controls functionality, including air and water quality issues, in buildings that have been vacant for a period of time.

Immediate Interventions
- Building assessment, audits and retro-commissioning of HVAC, plumbing, lighting, IT, and fire protection systems to verify operational ability after a prolonged shutdown or reduction in occupancy-related loads.
- Controls testing.
- Building flush-out, if necessary (e.g. in event of damage or contamination).
- Full electrical system inspection - from outside transformers to each panel, breaker, circuit, switch, receptacle, low voltage, etc.
- Quality assurance procedures that focus on building enclosure components, including:
  - Implementation of materials that are durable and can easily be cleaned.
  - Installation of negative air pressure systems to prevent the spread of infection.
  - Inspection and removal of mold, asbestos, and lead.

WELL Building Reference Criteria
- Criteria noted above for air quality, ventilation effectiveness, water quality
- Thermal performance, zoning control, monitoring
- Electric light quality
Our team of industrial safety specialists comprises electrical, mechanical, and structural engineers; certified industrial hygienists; certified safety specialists; microbiologists; toxicologists; and risk assessment specialists. We have experience in biological hazards, safe work practices, and infection control procedures (proper containment, personal protective equipment and disinfectant use). We collaborate with you to ensure safety requirements are satisfied with minimal impacts to production or maintenance activities. We work with building owners and operators to identify the worksite hazards and evaluate the risk, and confirm that appropriate precautions and controls are being implemented. We know that mitigating harm to workers is key to bolstering human resilience in the face of disaster.

**Pandemic Priorities**

Manage remediation and cleaning of contaminated workplaces and sites.

**Immediate Actions**

- Site risk assessments.
- Support during remediation and cleaning activities of contaminated sites, including training, emergency response planning, occupational exposure assessments, and indoor air quality assessments.
- Develop strategies for communicating complex and rapidly changing information on infection control to employees in a way that addresses their concern.

**What is Industrial Hygiene?**

Industrial Hygienists address the health and safety risks facing people in the built environment, from exposure to hazardous chemicals and contaminants, to emergency response planning and occupational injury or illness.
Pandemic-Related Priorities

Mental health concerns arising from prolonged periods of physical and social distancing, fear of repeat infection and exposure to pathogens in public spaces and workplaces.

Immediate Interventions

- Building assessment to identify opportunities to enhance or implement evidence-based restorative design strategies and building features in existing buildings.
- Development and implementation of biophilic design principles proven to have an immediate, positive impact on mental health.
- Operational protocols and organizational policies that impact the mental health and wellbeing, safety and security of occupants. Strategies are grounded in the principles of biophilic design principles.
- Consulting and facilitation of WELL Building Standard certification. WELL is the industry leading framework for addressing indoor environmental quality related to the prevention of contaminant sources and distribution, and mental health and organizational resiliency via design, operational preparedness, and policies.

WELL Building Reference Criteria

- Mental Health Promotion, Support, and Education.
- Access to Nature
- Restorative Opportunities, Programming, and Spaces.
A The Health Sciences Centre is the newest addition to the ever-developing BCIT campus. The building will be designed as a collaborative open space that brings together allied health programs together into a facility that allows them to learn and practice their skills together.

All educational facilities in British Columbia are required by the Ministry to meet LEED® Gold certification. But, BCIT wanted to challenge the status-quo and developed a more progressive approach to global sustainability. The HSC is pursuing WELL certification, a standard which seeks to support and advance human health and wellness—in direct support of the prime directive of the Project Spotlight program—as well as targeting a highly energy efficiency and low-carbon building footprint. Thermal comfort and indoor air quality are key design elements for the building, which focuses on the overall wellbeing of students, faculty, and staff. At every floor, building occupants can step outside – onto generous vegetated roof terraces - and gaze across campus. These opportunities to pause and step outdoors are central to the faculty’s wellness philosophy and provide students with accessible moments of decompression in a learning environment which can often be stressful and overwhelming.
Project Spotlight

Lakehouse on 17th
Denver - Colorado

A Lakehouse is a mixed use, for-sale residential building located prominently in Block One of the St. Anthony's Hospital redevelopment at the edge of Sloan's Lake in Denver. Currently in design, the 12-story condominium project will occupy a full city block with townhomes, retail and lobby spaces fully wrapping the at-grade and below-grade parking.

The project is pursuing a first-of-its-kind WELL Multifamily Building certification, and its focus on health conscious design for residents and the community is expressed on the exterior façade in the form of large garden terraces and oversized balconies to allow for better views and connection back to the park and mountains. Along with Stantec's design for the St. Anthony's master plan and streetscape improvements, Lakehouse will be an example of Stantec's full service design capabilities – from urban design and landscape to architecture, interiors, and lighting.
Thought Leaders

Rachel Bannon-Godfrey  
LEED AP BD+C, ENV SP, WELL AP, Fitwel Ambassador  
Sustainability Discipline Leader - Global  
rachel.bannon-godfrey@stantec.com

Kaitlyn Gillis  
B.Eng., M.Sc., LEED AP +M, WELL Faculty, Fitwel Ambassador  
Wellbeing & Sustainability Consultant  
kaitlyn.gillis@stantec.com

Blake Jackson  
AIA, LEED WELL Faculty, Fitwel Ambassador, OPHC  
Sustainable Design Leader - US NorthEast  
blake.jackson@stantec.com

Megan Leslie  
P.Eng., FEI, CPHD, ENVSP, Fitwel Ambassador, WELL AP, LEED AP BD+C  
Wellbeing & Sustainability Consultant  
megan.leslie@stantec.com

Jude Chakraborty  
Assoc. AIA, LEED AP BD+C, ID+C, O+M, WELL AP  
Senior Sustainability Consultant  
jude.chakraborty@stantec.com

Sergio Sadaba  
PE, CENG, MCISE, LEED AP WELL AP BEMP  
Energy Manager & Engineer  
sergio.sadaba@stantec.com

Marcus Myers  
D.A, CEM, LEED AP, Assoc. AIA, LFA, LBC Ambassador  
Director of Commissioning & Energy Services - US West  
marcus.myers@stantec.com

Suzanne Wilde  
M.Sc. (A), CRSP CSP CHSM, ROH, OH  
IH/HSSE Consulting Services Program Manager  
suzanne.wilde@stantec.com

Homay Khatami  
PE, LEED AP ND, EcoDistricts AP, ENV SP  
Team Lead, Performance Engineer  
homay.khatami@stantec.com

Daniel Aizenman  
PE, LEED AP ND, EcoDistricts AP, ENV SP  
Senior Principal, BD Sector Leader  
daniel.aizenman@stantec.com

Contributors

Bridget Rice  
Architect  
bridget.rice@stantec.com

Dave Tweed  
Senior Environmental Graphic Designer  
dave.tweed@stantec.com

Jared Arp  
Environmental Graphic Designer  
jared.arp@stantec.com

Jamie Wirkler  
Marketing and Design Strategist  
jamie.wirkler@stantec.com

Keith Harley  
Senior Graphic Designer  
keith.harley@stantec.com

Steven Park Chaffer  
Senior Designer  
steven.chaffer@stantec.com

Sara Dickinson  
Workplace Market Leader, Senior Associate  
sara.dickinson@stantec.com
Beyond the short-term, our Team is continuing to consider and develop creative ideas and strategies for getting our world “Back to Social” – responsibly and safely.

For Information Please Contact:

Daniel Aizenman
Senior Principal | BC Sector Leader

D: 303.625.0366  C: 979.739.8422
Daniel.Aizenman@stantec.com