

COVID-19 Workspace Safety Plan UBC IT Network and Infrastructure

This plan requires the review of the operational activities in your workspace to ensure effective controls are in place to prevent the transmission of COVID-19. Management and supervisory staff are responsible for developing and updating this document to meet current government mandated requirements. https://covid19.ubc.ca/

Click here to view the OCIO-UBC IT Intermediate Safety Plan.

Department / Faculty
Facility Location
Proposed Re-opening Date

Workspace Location

UBC IT Network and Infrastructure

Leonard S Klinck Building – 6356 Agricultural Road Currently open with hybrid/rotating working remotely and on campus

- LS Klinck Bldg Rooms 100, 204, 206
- Pharmaceutical Sciences Bldg Rm B103C
- Ponderosa Annex A Rm 210

Introduction to Your Operation

1. Scope and Rationale for Opening

The Network and Infrastructure Team provides all IT network services to the Campus. This includes, but is not limited to, UBC core IT networking, in-building network services, select teaching hospital networking services, UBC wireless services, phone installation, IT project management for infrastructure projects, IT cable installation services, and other related Networking services for UBC and UBC satellite campuses.

The service levels will remain largely "as normal", however we expect slight delays in any service that requires customer site visitations. As such, we will have a slight reduction of staff on-site at UBC. The Network and Infrastructure is classified as an essential service and has remained open during the pandemic.

This plan has been vetted and approved by:

- Eric Bourdon Senior Manager UBC IT Network and Infrastructure Services
- Stephen Lamb Deputy CIO, Office of the CIO

Section #1 – Regulatory Context

2. Federal Guidance

Refer to OCIO-UBC IT Safety Plan

3. Provincial and Sector-Specific Guidance

Refer to OCIO-UBC IT Safety Plan

4. WorkSafe BC Guidance

Refer to OCIO-UBC IT Safety Plan



5. UBC Guidance	
Refer to OCIO-UBC IT Safety Plan	
6. Professional/Industry Associations	
Refer to OCIO-UBC IT Safety Plan	

Section #2 - Risk Assessment

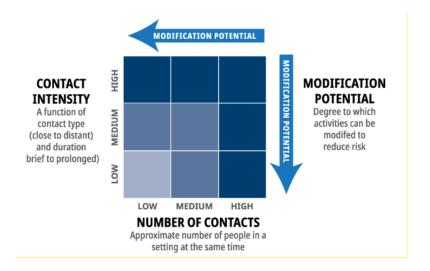
Reference: https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/

As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing staff levels:

Where your organization belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine activity level risk by identifying both your organization's or activity's contact intensity and contact number, as defined below:

- 1. What is the contact intensity in your setting pre-mitigation the type of contact (close/distant) and duration of contact (brief/prolonged)?
- 2. What is the number of contacts in your setting the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.





One or more steps under the following controls can be taken to further reduce the risk, including:

- Physical distancing measures measures to reduce the density of people
- Engineering controls physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
- Administrative controls clear rules and guidelines
- Personal protective equipment like the use of respiratory protection

7. Contact Density (proposed COVID-19 Operations)

Describe the type of contact (close/distant) and duration of the contact (brief/prolonged) under COVID operations - where do people congregate; what job tasks require close proximity; what surfaces are touched often; what tools, machinery, and equipment do people come into contact with during work.

Contact Density – UBC Network and Infrastructure NMC Team:

- For NMC staff that are approved to resume on-site operations, contact is distant and brief and staff will continue to follow health and safety standards whilst on-site.
- An office rotation schedule is maintained to allow for appropriate staffing levels in the office while also maximizing physical distancing and COVID-19 Operation best practices.
- Duties are performed at individual workstations where proper social distance desk spacing is allowed for and the workstations are spread out properly in an open room. Workstation cubicle walls are at a height to allow for an appropriate barrier level.
- Staff are trained in appropriate cleaning protocols for their workstations. Staff are also instructed on appropriate cleaning protocols for high-contact surfaces such as the NMC Test Lab, printer, door handles, refrigerator, and commonly used tools.
- In situations where staff are required to work together to perform operational duties, staff
 have been trained/instructed in proper physical distancing, and use of proper PPE, including
 face shields, and other health & safety procedures as detailed in Safety & Risk Services COVID-19
 Health & Safety site.

<u>Contact Density – UBC Network and Infrastructure CI Team:</u>

- For CI staff that are approved to resume on-site operations, contact can be, at times, close to
 medium, or, medium to brief. Operation duties require some staff to visit various sites across
 the UBC campus and come in contact with members of the University community. When not
 performing duties at sites across the campus (or for those not required to visit sites), staff are
 working at their workstations at the central office located at L.S. Klinck building.
- An office rotation schedule is maintained to allow for appropriate staffing levels in the office while maintaining social physical distancing and following COVID-19 Operation best practices.
- Office duties are performed at individual workstations where proper social distancing spacing is allowed for and workstations are spread out properly in an open room. Workstation cubicle walls are at a height to allow from an appropriate barrier level.
- Staff are trained in appropriate cleaning protocols for their office workstations. Staff are also instructed on appropriate cleaning protocols for high-contact surfaces such as the CI Lab,



- central parts storage, printer, door handles, refrigerator/kitchen, vehicles, and commonly used tools.
- When visiting sites outside of the office, staff have been trained/instructed in proper physical
 distancing, use of PPE provided, and follow pandemic safety procedures. COVID safety
 measures in other buildings and work spaces will be followed together with any safety
 instructions provided by members of the University community.
- Instruction for proper and safe use of vehicles has been provided (one at a time, minimal sharing, proper cleaning). See Section: 17. Transportation for additional details in transportation and vehicle use.

8. Contact Number (proposed COVID-19 Operations)

Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time)

Contact Number – UBC Network and Infrastructure NMC Team:

- The NMC office location at LS Klinck Rooms 204 and 206 has a staff occupancy of 6 and 7 respectively.
- One NMC staff location (Manager) is in Ponderosa Annex A room 210.
- The maximum number of staff present in these shared rooms is 13; however, under COVID-19 operational plans we will be implementing a staff office rotation to allow for a total of 7 people maximum in the combined rooms of 204 and 206.
- The NMC staff typically do not come in contact with other individuals outside of the office setting at UBC.
- One NMC staff member (Manager) located in Ponderosa Annex A room 210 does not typically come in contact with others in the office at UBC.

<u>Contact Number – UBC Network and Infrastructure CI Team:</u>

- The CI office location of LS Klinck Room 100 has a staff occupancy of 9 where all staff are located in individual properly-spaced workstations. Room 100 also includes 5 individual staff offices.
- Maximum number of staff present in the room 100 is 13; however, under COVID-19 operational plans we will be implementing a staff office rotation to allow for a total of 7 staff members maximum in the combined rooms of 204 and 206.
- When CI staff are away from their primary office location performing operational site visits, they could be working in any UBC building. During these site visits, contact with others is kept to a minimum by following physical distancing best practices. Typical contact numbers would be 2 or less individuals. CI staff have received training and instruction on how to minimize contact while performing operational site visits.
- Non-CI staff do visit the CI Office area for work-related needs. Visits are short in duration and all visitors are required to follow proper COVID safety protocols. Number of visitors anticipated at one time is a maximum of 2.
- One CI staff member located in a single person office at the University Data Centre (UDC) located in the Pharmaceutical Sciences Bldg Rm B103C. This staff member does receive customers at his office. Customer visits are limited to 1 visitor in the office space. Customers



- working in the adjacent UDC area are required to follow all COVID safety regulations for the UBC Pharmaceutical Building and PPE is provided.
- Number of people working in the large UDC area is limited to 1 "work group" (2 persons) per designated space inside the UDC; 1 "work group" per work bench; and 1 "work group" in the UDC staging area at a time. All work groups are required to follow physical distancing best practices.

9. Employee Input/Involvement

Detail how you have met the MANDATORY requirement to involve frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks and protocols as part of this plan

At the start of the Pandemic response at UBC, the UBC IT Network and Infrastructure Teams have held regular meetings. One of the standing items at these meetings is Pandemic update and a discussion on safety items. Staff feedback has been incorporated into this plan.

Staff have been encouraged to participate in the monthly department-wide UBC IT virtual Stand Up meetings where Pandemic planning and safety are frequently discussed and any known updates are provided.

All staff have completed the mandatory "Preventing COVID-19 Infections in the Workplace" safety training.

3 staff members of the UBC IT Network and Infrastructure Team are members of the UBC IT JOHSC team and are able to both raise issues to the Safety Committee and/or participate in overall UBC IT COVID safety planning.

As the UBC IT Network and Infrastructure has remained open through the Pandemic and maintained minimal operating levels of staff at UBC, all on-site staff scheduling has been approved by the Senior Manager (Eric Bourdon) and the Deputy CIO (Stephen Lamb). Any unscheduled staff operational visits to Campus are approved by both the Senior Manager and the DCIO prior to the staff arriving on-site. As the UBC IT Network and Infrastructure operations and team presence increases in the future, following UBC direction, , staff will be consulted on their preference for working remotely or in the office and their preferred schedule when at all possible. All on-site operations by staff and on-site-office schedules will be approved by both the Senior Manager and DCIO. Staff will continue to be consulted on their safety concerns and/or suggestions for a safe resumption of operational duties on campus.

10. Risk Level Determination (H/M/L)

Identify the COVID-19 risk category (High / Medium / Low) pre-mitigations for your operation using the BC COVID-19 Go Forward Management Strategy Risk Matrix (see Page 8) and UBC Safety Plan Risk Site: https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/



The risk level for the UBC IT Network and Infrastructure operations team is at category "Low". Of the risk considerations, only "Risk #3 – The workplace or activity is indoors and windows cannot be opened" applies. This risk level will remain the same as Unit operations increase on campus. Risk mitigation strategies applied include:

- Enabling two-meter physical distancing
- Reduction of high touch points and/or increased cleaning
- Enabling and encouraging increased hand hygiene
- Strict non-admittance to anyone with symptoms

11. Worker Health

Detail how all Supervisors have been notified on appropriate Workplace Health measures and support available and how they will communicate these to employees

Refer to OCIO-UBC IT Safety Plan.

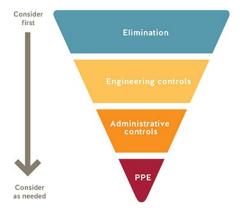
12. Plan Publication

Describe how you will publish your plan ONLINE and post in HARD COPY at your workplace for employees and for others that may need to attend site

Refer to OCIO-UBC IT Safety Plan

Section #3 – Hazard Elimination or Physical Distancing

Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC's goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.



The following general practices shall be applied for all UBC buildings and workspaces:

- Where possible, workers are instructed to work from home.
- Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing "flu like" symptoms must stay at home.



- All staff are aware that they must maintain a physical distance of at least 2 meters from each other at all times
- Do not touch your eyes/nose/mouth with unwashed hands
- When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands
- All staff are aware of proper handwashing and sanitizing procedures for their workspace
- Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided
- Management must ensure that all workers have access to dedicated onsite supervision at all times.
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of COVID-19. See <u>SRS</u> website for further information.

13. Work from Home/Remote Work

Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible

Work from Home/Remote Work – UBC Network and Infrastructure NMC Team:

- 7 M&P staff are currently in a 1-day-a-week rotation for working in the office. All others work remotely. There are no current plans to increase this level of office occupancy. In the future, based on operational requirements and following UBC re-occupancy directive, the next stage would be to increase staffing levels to 3-4 staff working in the office at one time, in rotational shifts.
- 6 M&P staff are currently working remotely and only work on campus on an as-needed basis (this is approved in advance by Senior Leadership Team (SLT)). In the future, based on operational requirements and following UBC re-occupancy directive, the next stage would be to increase staffing levels to 3-4 staff working in the office at one time, in rotational shifts.
- 1 M&P manager is currently working remotely and only works on campus on an as-needed basis (this is approved by SLT). There are no current plans to change this situation. In the future, based on operational requirements and following UBC re-occupancy directive, the next stage would be to for the manager to work in the office 2-3 days/week.

Work from Home/Remote Work – UBC Network and Infrastructure CI Team:

- 3 CUPE-116 staff are currently on rotational shift in the office. The rotational shift equates to having 2 staff in the office at one time and 1 working remotely each week. There are no current plans to increase this level of office occupancy. In the future, based on operational requirements and following UBC re-occupancy directive, the next stage would be having the 3 staff members work in the office full-time.
- 1 CUPE-116 staff is currently in the office 3 of 5 days a week. There are no current plans to increase this level of office occupancy for now. The next stage envisioned would be to have this staff member work 4 of 5 days in the office.
- 1 CUPE-116 staff is currently in the office full-time, 5 days/week. There are no current plans to change this level of office occupancy.



- 1 M&P staff is currently in the office 1 day/week. There are no current plans to increase this level of office occupancy. The next sage envisioned would be to have this staff member work 3 of 5 days in the office.
- 2 M&P staff are currently in the office full-time, 5 days/week (one in L.S. Klinck #100 and one in Pharmaceutical Sciences Bldg #B103C). There are no current plans to change this level of office occupancy.
- 6 M&P staff (1 being the Senior Manager) are currently working remotely and only work in the office on an as-needed basis (this is approved by SLT). There are no current plans to change this situation. The next stage would be to have 3 staff members in the office on rotational shifts.

*Refer to attached Staff List "20Jul02_UBC IT Employees and Contractors List" with information completed for the Unit.

14. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts

For those required or wanting to resume work at UBC, detail how you are able to rescheduling of workers (e.g. shifted start/end times) in order to limit contact intensity at any given time at UBC; describe how you may group employees semi-permanently to limit exposure to specialized workers, if applicable

2 M&P staff are returning to work in the office full-time, 5 days/week effective 07/15/2020 (one in Klinck #100 and one in Pharmaceutical Sciences Bldg #B103C). One staff member works in a private office in Pharmaceutical Sciences Bldg so this completely limits contact intensity. The other is in the main CI office (Klinck #100) but is at a socially distanced workstation with appropriate cubicle walls to allow for limiting contact intensity. Both have been working on campus during the past 4 months several times to perform operational work duties and are aware and familiar with the COVID-19 safety measures, as well as following all recommended guidelines (i.e. Physical distancing, PPE, hand washing, etc.).

15. Spatial Analysis: Occupancy limits, floor space, and traffic flows

Using UBC building key plans:

- 1) Identify and list the rooms and maximum occupancy for each workspace/area;
- 2) Illustrate a 2 metre radius circle around stationary workspaces and common areas; and
- 3) Illustrate one-way directional traffic flows
- 1) Maximum Occupancy
 - LS Klinck Bldg Room 100 9 staff
 - LS Klinck Bldg Room 100B 3 staff
 - LS Klinck Bldg Rooms 100C, 100J, 100D, 100E 1 staff each
 - LS Klinck Bldg Room 204 6 staff
 - LS Klinck Bldg Room 206 6 staff
 - Ponderosa Annex A Rm 210 1 staff
 - Pharmaceutical Sciences Bldg Rm B103C 1 staff
- 2) See attached Room Layouts with 2 meter radius circles
- 3) See attached Room Layouts with direction arrows.



16. Accommodations to maintain 2 metre distance

Please detail what accommodations/changes you have made to ensure employees can successfully follow the rule of distancing at least 2 metres from another employee while working

- Limited the number of people in each office area to reduce occupancy to a level where physical distancing is easier.
- Ensured there are 2-meters of distance between all occupied workstations.
- Higher-height barriers have been installed between workstations.
- Enforced single-person use of work vehicles.
- Staff eat lunch at their desks (physically distanced).
- PPE is provided to all staff
- Main entry doors of all office spaces are locked and access is strictly controlled.
- Directional signs/arrows have been provided in office spaces and education on allowing rightof-way has been provided to staff.
- All staff have received COVID safety training.
- Procedures have been put in place for any documents requiring signing that they are all digitally signed.
- Out of office job site visits are limited to number of staff who can safely physical distance in the given site.

17. Transportation

Detail how you are able to (or not) apply <u>UBC's COVID-19 vehicle usage guidelines</u> to the proposed operational model - if you cannot apply these guidelines, please describe alternative control measures

- Staff are encouraged to walk when possible.
- All staff in the CI team have been assigned vehicles and are encouraged to keep vehicle occupancy to 1 (no passengers).
- PPE (cleaning supplies) have been provided to staff and vehicle wipe-down (high-touch surfaces) is required.
- Sharing of vehicles is discouraged.
- Staff have been provided with, and are expected to comply with <u>UBC's COVID-19 vehicle usage</u> guidelines

18. Worker Screening

Describe how you will screen workers: 1) exhibiting symptoms of the common cold, influenza or gastrointestinal; 2) to ensure self-isolation if returning to Canada from international travel; and 3) to ensure self-isolation if clinical or confirmed COVID-19 case in household or as medically advised

Refer to OCIO-UBC IT Safety Plan

19. Prohibited Worker Tracking

Describe how you will track and communicate with workers who meet categories above for worker screenings

Refer to OCIO-UBC IT Safety Plan



Section 4 – Engineering Controls

20. Cleaning and Hygiene

Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by departmental staff for common areas/surfaces (BOPS Custodial has limitations on cleaning frequency, etc.)

Refer to OCIO-UBC IT Safety Plan

21. Equipment Removal/Sanitation

Detail your appropriate removal of unnecessary tools/equipment/access to areas and/or adequate sanitation for items that must be shared that may elevate risk of transmission, such as coffee makers, kettles, shared dishes and utensils

Refer to OCIO-UBC IT Safety Plan

22. Partitions or Plexiglass installation

Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas

- There are existing high-height partitions installed between all workstations in the NMC Offices (Klinck 204/206)
- The CI Offices (Klinck 100/100B) have recently had high-height plexiglass partitions installed between workstations.

Section 5 – Administrative Controls

23. Communication Strategy for Employees

Describe how your unit has or will communicate the risk of exposure to COVID-19 in the workplace to your employee and the safety controls in place to reduce such risk.

Refer to OCIO-UBC IT Safety Plan

24. Training Strategy for Employees

Detail how you will mandate, track and confirm that all employees successfully complete the **Preventing COVID-19 Infection in the Workplace** online training; further detail how you will confirm employee orientation to your specific safety plan

Refer to OCIO-UBC IT Safety Plan

25. Signage

Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors)

Refer to OCIO-UBC IT Safety Plan

26. Emergency Procedures

Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Also describe your approach to handling potential COVID-19 incidents

Refer to OCIO-UBC IT Safety Plan



27. Monitoring/Updating COVID-19 Safety Plan

Describe how you will monitor your workplace and update your plans as needed; detail how employees can raise safety concerns (e.g. via the JOHSC or Supervisor) - plan must remain valid and updated for next 12-18 months

Refer to OCIO-UBC IT Safety Plan

28. Addressing Risks from Previous Closure

Describe how you will address the following since the closure: staff changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment

- As the UBC IT Network and Infrastructure Team remained open during the Pandemic and continues to remain open. The worker roles have not changed significantly other than in working in shifts on site to allow for proper physical distancing.
- Much of the team's role can be done remotely and staff have adapted to working remotely when required (i.e. when they are not scheduled to work on campus).
- The most significant changes in staff roles are when dealing with trouble-calls to customer sites where they are asked to abide by all proper COVID safety protocols (wearing PPE, wiping down surfaces, maintaining physical distancing, etc.). However, the actual work required in each role has stayed the same.
- All staff have been asked to complete the mandatory COVID Safety training course so that they are aware of proper procedures while at UBC.
- With most buildings at UBC being closed, most exterior doors are locked. Staff have had to access buildings via single identified doors at each site (using card entry). This has been a slight change in procedure for staff.
- For those staff asked to work remotely, most have been able to perform their role in much the same manner as it can be done from any location on site. Meetings have transitioned to Zoom meetings, instant message group chat systems have been established, sign-offs are now done by e-signatures, and 1-on-1 Zoom calls/chats are used instead of traditional face-to-face chatting in the office.
- For those staff asked to work remotely in shifts that do not normally have a role that can be done remotely, they have been asked to focus on "remote-capable" tasks during these times and save required site work for when they are scheduled to be at UBC. While working remotely staff have been asked to complete documentation, review and complete remote trouble tickets, perform software upgrades, complete training, do admin tasks, etc. This is not a change in roles, this is scheduling of role duties for specific times and locations.
- There has only been a single instance of staff change-over where a new staff member in the CI team was hired just prior to the COVID-19 pandemic. The employee has been able to adapt by utilizing Zoom sessions, self-training at home, and receiving virtual guidance from his teammates and manager.
- There are current vacant roles in the team that have not been able to be filled due to the pandemic. This is due both to challenges in on-boarding and also challenges in budgeting.
- 6 staff members in the CI team who have been on-site throughout the pandemic have been asked to take on additional duties of temporary floor wardens, as the regular building floor wardens are working remotely.



Section #6 – Personal Protective Equipment (PPE)

29. Personal Protective Equipment

Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE Refer to OCIO-UBC IT Safety Plan

Section #7 - Acknowledgement

30. Acknowledgement

Plan must demonstrate approval by Administrative Head of Unit, confirming: 1) the Safety Plan will be shared with staff and how; 2) staff will acknowledged receipt and will comply with the Safety Plan.

Refer to OCIO-UBC IT Safety Plan

I acknowledge that this Safety Plan has been shared with staff both through email and will be made available as a shared document. Staff can either provide a signature or email confirmation that they have received, read and understood the contents of the plan.

Date	July 26, 2020
Name (Manager or Supervisor)	Eric Bourdon
Title	Senior Manager – UBC IT Network and Infrastructure Services
Date	September 9 th 2020
Name (Unit Head)	Stephen Lamb
Title	Deputy CIO

Faculty and Staff Occupying Workspace:

The following staff members have received and confirmed understanding of this safety plan:

Name	Email	Confirmation of Understanding
Geoff Armstrong	geoff.armstrong@ubc.ca	
Matt Dodge	matthew.dodge@ubc.ca	
Sarah Gardner	sarah.gardner@ubc.ca	
Luis Garske	luis.garske@ubc.ca	
Kul Grewal	kulvinder.grewal@ubc.ca	
Devin Kettle	devin.kettle@ubc.ca	
Rob Knight	knighr1@mail.ubc.ca	

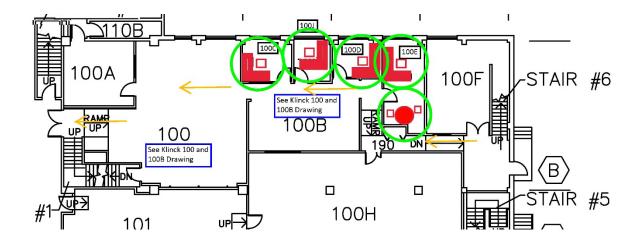


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rushik.panchal@ubc.ca	
jack.pang@ubc.ca	
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brian.wu@ubc.ca	
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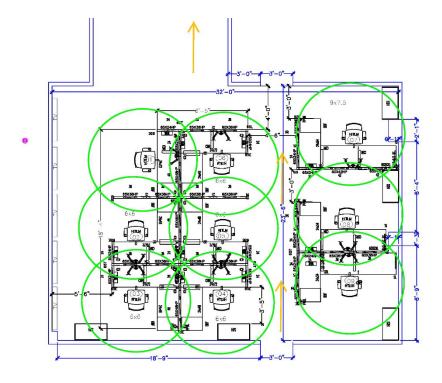


Spatial Analysis: Occupancy limits, floor space, and traffic flows

LS Klinck Rm 100 Office area - UBC Network and Infrastructure - CI Team

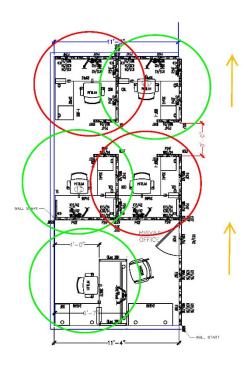


LS Klinck Rm 100 Open area - UBC Network and Infrastructure - CI Team

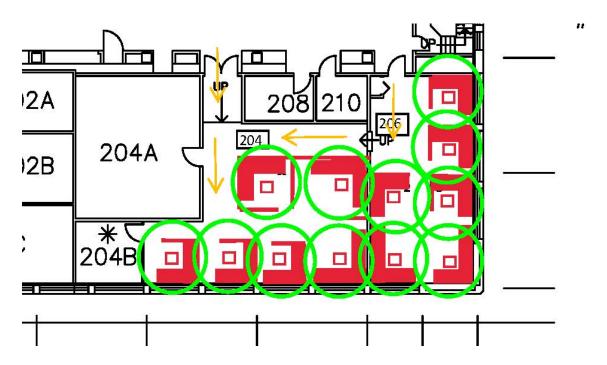




LS Klinck Rm 100B Open area - UBC Network and Infrastructure - CI Team

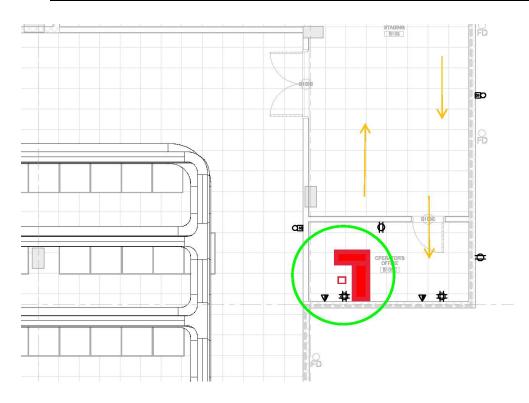


LS Klinck Rm 2004/206 Open area - UBC Network and Infrastructure - NMC Team





Pharmaceutical Sciences UDC Office B103C - UBC Network and Infrastructure - CI Team



Ponderosa Annex A 210 - UBC Network and Infrastructure - NMC Team

