

TENANT ADVISORY

Novel Coronavirus COVID-19 – Update #2

QuadReal Property Group is committed to doing what we can to ensure the well being of our tenants and visitors. Although the public health risk in Canada remains low, as you may be aware, the World Health Organization (WHO) has increased its coronavirus risk assessment to very high due to the spread of the virus. To keep you informed about our efforts, we are writing to advise you on:

- QuadReal’s proactive approach to pandemic planning and what we are doing at our properties
- How you can prepare
- How QuadReal is monitoring and providing updates on property operations

What we are doing at the property to help prevent the spread of Coronavirus

Since global awareness about the spread of Coronavirus began in January of 2020, Canadian real estate owners and managers including QuadReal in association with the Building Owners and Managers Association Canada (BOMA) have been working to implement best and consistent practices to support the prevention of the spread of Coronavirus. As part of planning for the potential of a pandemic, QuadReal have implemented the following proactive measures:


Cleaning	<ul style="list-style-type: none">• Increased cleaning and disinfecting of frequently touched hard surfaces in common areas
Promoting Good Hygiene	<ul style="list-style-type: none">• Installed hand sanitizer dispensers in building lobbies and other public areas, ensuring they are checked on a regular basis• Placed posters in common areas promoting steps to take to prevent the spread of germs
Personnel Protection	<ul style="list-style-type: none">▪ Provided property personnel with personal protective equipment including masks and gloves and ensured that staff responding to medical emergencies have been reminded of infection prevention and control measures.

<p>Maintaining Building Operations</p>	<ul style="list-style-type: none"> • Reviewed with third party service providers their own business continuity plans to ensure we can maintain property operations should the situation escalate. • Continued cross-training of employees to ensure critical property functions are maintained should a pandemic emergency be declared
<p>QuadReal Employees</p>	<ul style="list-style-type: none"> • QuadReal has activated our own business continuity plan which applies to QuadReal employees working at your property. Measures taken include: <ul style="list-style-type: none"> - Staff are advised to stay home if they are unwell until a time as they are well enough to return to work - Restricted business travel to and from China (including Hong Kong and Macau), Iran, Italy, Singapore, South Korea and Japan. - Staff visiting China (including Hong Kong and Macau), Iran, Italy, Singapore, South Korea or Japan for personal reasons – or having family and friends visit from that region – have been asked to work from home for a two-week period.

How You Can Prepare:

Keeping everyone safe in our community is a partnership between QuadReal and our tenants. While we work to maintain the safety of common areas for everyone, if not already, we strongly encourage you to:

- Develop your own business continuity and pandemic plan to prevent the spread of germs within your premises and to support continued business operations during a period of increased absenteeism.
- Provide your employees with sanitizing products for their own workspaces or other personal protective equipment.

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- Educate your employees and visitors about the importance of proper handwashing or using hand sanitizer stations posted throughout the common areas of the property.
 - As per The Public Health Agency of Canada (PHAC) guidelines, recommend employees stay home from work while sick
 - Communicate with Property Management if your pandemic plan depends on QuadReal to perform any specific functions for your company so we can determine in advance if we can fulfill your requests.

Keeping You Informed:

QuadReal is monitoring The Public Health Agency of Canada (PHAC) and World Health Organization (WHO) websites for new information. Communication about Coronavirus will continue to be proactive and transparent to minimize panic and misinformation and to appropriately manage expectations.

If you become aware of a confirmed case of the Coronavirus involving your employee(s) known to be working at a QuadReal property or a visitor that attended your tenancy, QuadReal would value immediate notification by contacting your property management team. Without disclosing the identity of the infected person(s), we will advise our main tenant contacts that we have been alerted that someone in the building has been diagnosed with a confirmed case of Coronavirus.

The best thing we can all do to prepare for a pandemic situation is to be well informed and we thank everyone in advance for doing their part. To learn more, we direct you to the resources below.

World Health Organization <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Canada Federal Public Health <https://www.canada.ca/en/public-health/services/diseases/coronavirus.html>

Ontario Ministry of Health https://www.ontario.ca/page/wuhan-novel-coronavirus-2019-ncov?_ga=2.162330940.1274490382.1580151601-1580046355.1580151601

If you have questions, please contact QuadReal CONNECT at 1-877-977-2262 or via email at Service@quadrealconnect.com.