

# VENDOR ADVISORY

## Novel Coronavirus COVID-19 Update to Vendors March 16, 2020

As a responsible landlord, QuadReal has taken several important actions to ensure the well-being of our tenants, residents and communities. As a valued partner, please take note of the following actions we have implemented at our properties and with our employees. We ask that where applicable, you do the same.

### Steps QuadReal has taken:

<b>Cleaning</b>	Increased cleaning and disinfecting of frequently touched hard surfaces in common areas
<b>Promoting Good Hygiene</b>	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
<b>Personnel Protection</b>	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
<b>Maintaining Building Operations</b>	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
<b>QuadReal Employees</b>	QuadReal has activated our business continuity plan which includes:

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|  | <ul style="list-style-type: none"><li>• Advising staff to stay home if they are unwell until a time as they are well enough to return to work</li><li>• Restricted all business travel to outside of Canada.</li><li>• Asking staff who have travelled overseas - or had family and friends visiting from China (including Hong Kong and Macau), France, Germany, Iran, Italy, Singapore, South Korea, Spain or Japan for personal reasons –to work from home for a two-week period</li></ul> |
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### **Keeping each other informed**

QuadReal is committed to keeping our valued vendors informed of any new developments and we ask that you do the same.

If you become aware of a confirmed case of Coronavirus of any of your employees who may have been in a QuadReal building, please advise us immediately.

In addition, please advise us as soon as you are able of any reduction in your services.

If you have questions, please contact a member of your QuadReal Property Management team.