

TENANT ADVISORY

Novel Coronavirus COVID-19 – Update #3 March 13, 2020

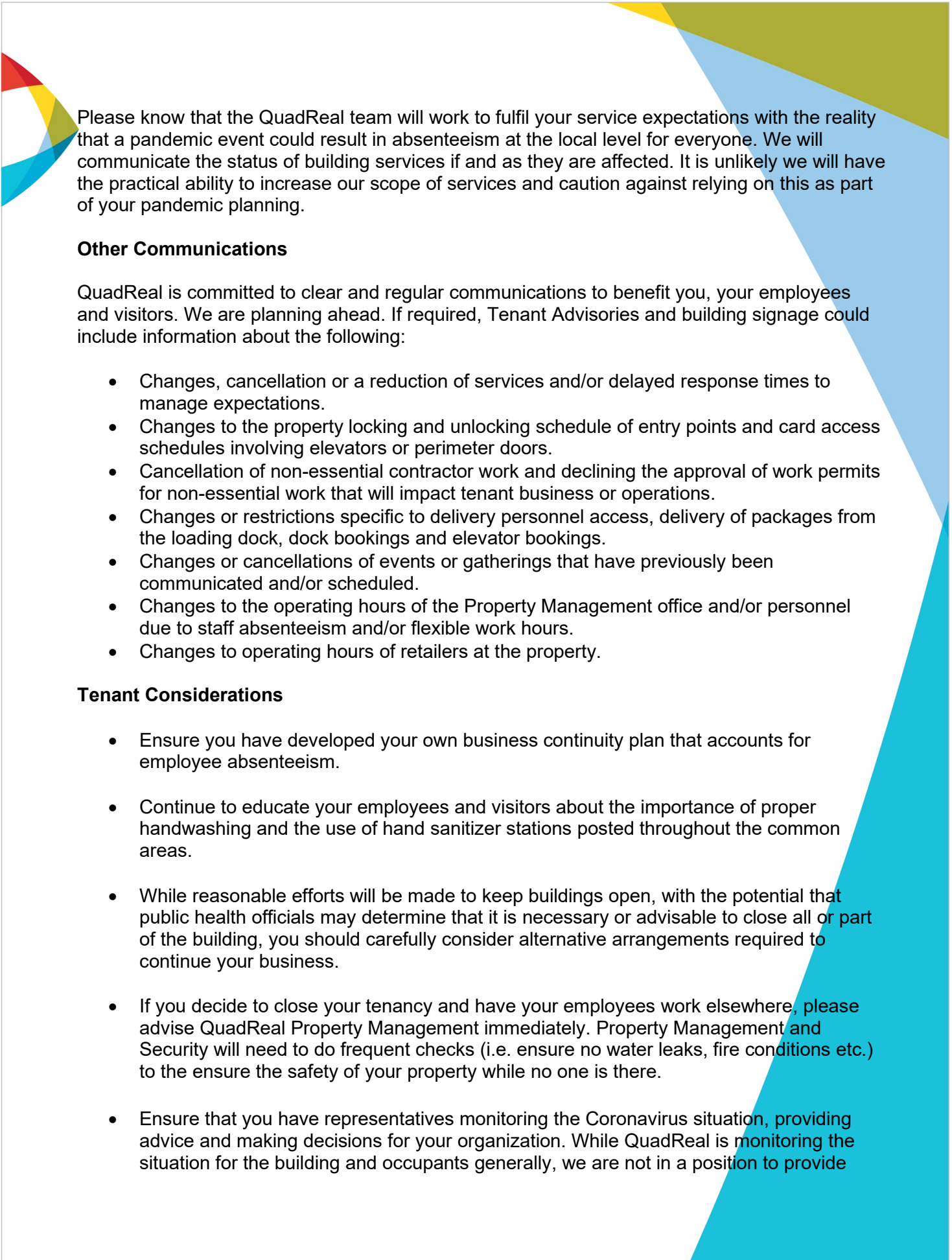
QuadReal Property Group remains steadfast about information sharing, awareness and proactive management of Coronavirus. As you may know, the World Health Organization (WHO) declared Coronavirus a pandemic emergency.

Co-ordination Efforts and Update About Services

QuadReal Property Group is doing what we can to support the well-being of our tenants and visitors. We are committed to keeping you informed of new developments.

As the situation is fluid and changes daily, we ask that you take note of the following:

Sanitization of Buildings	Building cleaners will concentrate on cleaning and sanitizing hard surface touch points in common areas. Surfaces commonly touched by individuals such as office equipment, keyboards and phones are not part of the building cleaning services and are your responsibility.
Visitor Screening	QuadReal will not be screening people entering the property for symptoms consistent with the Coronavirus. This is because symptoms take days to show and yet an individual may be contagious, screening requires people to congregate in close proximity at a time when social distancing is being encouraged, and building staff are not qualified to undertake such screening. You may choose to establish your own screening process internally for your premises.
Communication of a Confirmed Case of Coronavirus	If one of your employees or visitors is confirmed to have the Coronavirus, you should immediately advise QuadReal. Without disclosing the identity of the infected person(s), we will notify our main tenant contacts and work confidentially with the tenant to arrange for the cleaning and disinfecting of the workspace and path of travel of the sick individual, to the extent known. Despite our best communication efforts, we can only communicate confirmed and reported Coronavirus cases that we have been made aware of.



Please know that the QuadReal team will work to fulfil your service expectations with the reality that a pandemic event could result in absenteeism at the local level for everyone. We will communicate the status of building services if and as they are affected. It is unlikely we will have the practical ability to increase our scope of services and caution against relying on this as part of your pandemic planning.


Other Communications

QuadReal is committed to clear and regular communications to benefit you, your employees and visitors. We are planning ahead. If required, Tenant Advisories and building signage could include information about the following:

- Changes, cancellation or a reduction of services and/or delayed response times to manage expectations.
- Changes to the property locking and unlocking schedule of entry points and card access schedules involving elevators or perimeter doors.
- Cancellation of non-essential contractor work and declining the approval of work permits for non-essential work that will impact tenant business or operations.
- Changes or restrictions specific to delivery personnel access, delivery of packages from the loading dock, dock bookings and elevator bookings.
- Changes or cancellations of events or gatherings that have previously been communicated and/or scheduled.
- Changes to the operating hours of the Property Management office and/or personnel due to staff absenteeism and/or flexible work hours.
- Changes to operating hours of retailers at the property.

Tenant Considerations

- Ensure you have developed your own business continuity plan that accounts for employee absenteeism.
- Continue to educate your employees and visitors about the importance of proper handwashing and the use of hand sanitizer stations posted throughout the common areas.
- While reasonable efforts will be made to keep buildings open, with the potential that public health officials may determine that it is necessary or advisable to close all or part of the building, you should carefully consider alternative arrangements required to continue your business.
- If you decide to close your tenancy and have your employees work elsewhere, please advise QuadReal Property Management immediately. Property Management and Security will need to do frequent checks (i.e. ensure no water leaks, fire conditions etc.) to ensure the safety of your property while no one is there.
- Ensure that you have representatives monitoring the Coronavirus situation, providing advice and making decisions for your organization. While QuadReal is monitoring the situation for the building and occupants generally, we are not in a position to provide



advice or recommendations that are appropriate for the specific circumstances of your business, employees and visitors. The [John Hopkins Coronavirus Tracker](#) is a good resource to track the spread of the virus and might be helpful business continuity planning. Many other resources are available, and we recommend you do your own research to identify the resources that are best suited to the circumstances of your business.

- If your pandemic plan depends on QuadReal to perform specific functions for your company, please communicate with Property Management in advance to determine whether we can consider any such requests. As the volume of requests and the resources we will have on hand to respond are subject to the impacts of the Coronavirus situation and unpredictable, we cannot guarantee that we will be able to respond to any such requests.

Please refer to our previous updates for more information. If you have questions, please contact QuadReal CONNECT at 1-877-977-2262 or via email at Service@quadrealconnect.com.