



# TENANT ADVISORY

## Novel Coronavirus COVID-19 Update March 18, 2020

As of 8:30am, Wednesday March 18<sup>th</sup>, our staffing levels are:

Department	Absenteeism Level	Anticipated Service Reductions
Janitorial:	0%	N/A
Security:	0%	N/A
Building Operations:	50%	<ul style="list-style-type: none"><li>• Lighting Requests, with the exception of emergencies and emergency lighting will be left unattended until further notice</li><li>• Response delays to non-critical requests</li><li>• Overall reduced presence on occupied tenant floors</li></ul>
Shipping/Receiving:	50%	<ul style="list-style-type: none"><li>• The S/R offices will be open Monday to Friday 0800 to 1700</li><li>• There will be only one shipper on-site</li><li>• Shippers will not do any daily pick-ups nor deliveries to tenants</li><li>• Tenants will have to pick-up their mail from the office and drop-off any outgoing mail to the office</li><li>• Shippers will accept mail from couriers, and release outgoing mail to couriers</li><li>• Shippers will notify tenants by email when they have mail waiting at the office</li><li>• Mail will be kept at the office overnight only. If not picked up, it will be delivered to the tenant's reception the next morning</li><li>• Outgoing mail will be kept at the office overnight only. If not picked up by courier, it will be returned to the tenant at their reception, the next morning</li><li>• Shippers will notify tenants by email when incoming mail has been dropped off, or outgoing mail returned to their reception areas</li></ul>
Property Management:	0%	N/A

Although we have reduced staff at this time, we are confident that we can safely operate and maintain the property, even during an emergency situation. We have cross-trained our Operations staff at our two neighbouring QuadReal properties and will be able to pool staff if required.

Additionally, the population of the property has significantly decreased with many proactively choosing to enforce work from home protocols, which reduces the overall demand on our Building Operations and Shipping/Receiving departments.

We want to thank you for your continued attention, cooperation and response to this current situation.

Please do not hesitate to contact us if you have any questions or concerns. You can reach Sharlene Quian, Property Manager at 587-998-2963 or [Sharlene.quian@quadreal.com](mailto:Sharlene.quian@quadreal.com) or QuadReal Connect 24/7 at <https://www.quadrealconnect.com/> or 1-877-977-2262.

