



TENANT ADVISORY

Novel Coronavirus COVID-19 Update March 24, 2020

- Further to the Tenant Advisory issued yesterday, temporary building access restrictions were put into place today.
- Information on Courier Access:
 - The Shipping and Receiving office will remain open and will continue to accept deliveries from couriers
 - Vehicle couriers can access the building through the parkade door and using the intercom for access
 - Bike/foot couriers can access the building through the South Tower main lobby West Entrance Door, then use the parkade shuttles or stairwells to go to the loading dock
- Access Control Office Revised Hours:
 - The Access Control Office (+15 office in 240FOURTH) will be staffed two days per week with reduced hours, however email requests are monitored throughout each day. There may be a delay in service, but requests will be completed. If you have any urgent requests, please do let us know and we will do our best to accommodate.

Today's staffing levels are:

Department	Absenteeism Level	Anticipated Service Reductions
Janitorial:	0%	N/A
Security:	0%	N/A
Building Operations:	40%	<ul style="list-style-type: none">• Lighting Requests, with the exception of emergencies and emergency lighting will be left unattended until further notice• Response delays/deferrals to non-critical requests• Overall reduced presence on occupied tenant floors
Shipping/Receiving:	50%	<ul style="list-style-type: none">• The S/R offices will be open Monday to Friday 0800 to 1700• There will be only one shipper on-site• Shippers will not do any daily pick-ups nor deliveries to tenants• Tenants will have to pick-up their mail from the office and drop-off any outgoing mail to the office• Shippers will accept mail from couriers, and release outgoing mail to couriers• Shippers will notify tenants by email when they have mail waiting at the office• 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• 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• Shippers will notify tenants by email when incoming mail has been dropped off, or outgoing mail returned to their reception areas
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.

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, via email at Sharlene.quian@quadreal.com or contact QuadReal CONNECT at 1-877-977-2262 or via email at Service@quadrealconnect.com.