

**TO:** Our Valued Customers

**FROM:** Kerry Shular, General Manager, Hillside Centre

**DATE:** March 4, 2020

## Coronavirus (COVID-19) - Update #2

BentallGreenOak continues to remain apprised of the latest information from local and global health authorities to take the appropriate actions that prioritize the health and safety of our employees, our tenants, and all those who we serve at our properties.

At this time, the Public Health Agency of Canada's assessment of public health risk as it relates to Coronavirus COVID -19 remains low for Canada (source: [Coronavirus \(COVID-19\) Update](#)).

BentallGreenOak has established a Canada-wide task force to coordinate a range of precautionary measures across our managed portfolio, including:

**Enhanced Cleaning** – Increased cleaning and disinfecting of frequently touched hard surfaces in common areas.

**Promoting Good Hygiene** - installation of hand sanitizing dispensing stations in public areas, and regular inspection to ensure our stations are fully stocked.

**Reinforcing Building Operations** – we are in contact with our main service providers to ensure they have their own plans in place in order to respond should the situation escalate.

**Travel Directive for BentallGreenOak Employees** - All non-essential business travel – both domestic and international – for BentallGreenOak employees has been put on hold. Employees who have recently travelled or have plans to travel to Asia (including India), Italy or Iran, or have immediate family or members of their household who have recently visited these affected places, are being asked to observe a precautionary 14-day self-quarantine.

### Preventative Action

In accordance with recommended infection control measures by authorities, the practice of good hygiene is one of the most effective ways to protect yourself, including;

- Staying home if you are not well.
- Avoiding close contact with people that are not well.
- Proper and frequent handwashing, especially after coming into contact with public hardware such as subway poles, shopping carts, magazines, newspapers, cups.
- Avoiding hand contact with your eyes, nose, or mouth with unwashed hands.
- Making sanitizing gels and wipes available in your work environment and for your employees' workspace.
- Coughing or sneezing into sleeve or folded arm

### Keeping You Informed

In case of a declared event or increase in risk, BentallGreenOak will promptly provide notices in common areas, and will communicate relevant information to building occupants and visitors. If risks to the public health intensify, BentallGreenOak may determine that it is necessary to close all or part of the building. Tenants should carefully consider, in advance, alternative arrangements to maintain businesses continuity.

As we intensify our efforts in the common spaces of our properties, building services may be affected including response times for operations personnel, security patrol coverage/lobby presence, and cleaning scope. We are monitoring personnel absenteeism rates to determine impacts to office cleaning frequency. At this time, attendance levels are stable.

Should you become aware of a confirmed case of COVID-19 within your organization, including individuals who work at or have visited this building, please immediately notify the local health authority and your BentallGreenOak property management team. In such an instance, we will follow the guidance of the local health authorities and promptly communicate with our tenants.

We encourage individuals and companies to stay informed by reviewing the following websites for more information:

- World Health Organization (WHO): [Advice for Public - Basic Protective Measures](#) (myth busters, handwashing and hygiene, etc.)
- Government of Canada – Public Health Agency of Canada: [Coronavirus \(COVID-19\) Update](#)
- Government of Canada – Public Health Agency of Canada: [Coronavirus \(COVID-19\) Travel Advice](#)

Yours truly,

*Kerry Shular*

General Manager, Hillside Centre