

PANDEMIC PLAN

Unlike most disasters a pandemic will affect people as opposed to infrastructure. The impact on our building is that a range of services could be compromised, such as cleaning, security and equipment maintenance.

In the event of a pandemic impacting us at a local level, we will work closely with suppliers and service providers to ensure we are able to keep the building operating to the best of our ability. These are some planning considerations:

Tillyard Planning Considerations

- Service provider status on pandemic planning.
 - Ongoing coordination with our service providers to ensure they themselves have a plan and how it affects and/or coordinates with our plan, or how it relates to maintaining service levels.
- Identification of skills and recognition of need to cross train.
 - The implementation of strategies to limit exposure within our group.
 - Outside contractors on call to take care of services such as electrical, plumbing, automation in case our building operations staff is not able.
- Communication process during a pandemic.
 - We are unsure what service areas will be impacted by absenteeism, when and to what extent. As well, our ability to communicate in a typical manner may be impacted by our absenteeism levels and may also be impacted by absenteeism levels experienced in your company. However, these are the sources of communication you can expect.
 - An alert posted on our website.
 - Emails, postings in common areas communicating relevant information to building occupants and visitors on the condition of service – such as delays, cutbacks and/or cancellations.
 - We will have a large poster in the lobby and the +15 entrance. These posters will be updated when conditions change, allowing tenants and visitors to understand which service areas are impacted.
- Identification of realistic service prioritization.
 - We will prioritize services based on absenteeism.
- Emergency stockpiled inventory and critical supplies.
 - We will stockpile what we think is critical supplies for our operation and for our staff's safety.

*It is widely recognized that proper hand-washing is the **single most effective method** of preventing the spread of illness. The use of hand sanitizers appears to be a good alternative or supplement. As you are aware, Tillyard Management Inc. has numerous hand sanitizing*

stations throughout our building, including main lobbies, washrooms and various service rooms. In addition, anti-bacterial soap is provided in the washrooms.

Visitor Screening

Based on our research and what governmental authorities are advising, it is recommended that we **do not** screen visitors for our tenants.

Monitoring & Communication of Known Incidents of Illness & Additional Sanitization

In coordination with our cleaners we have developed Task Schedules and Sanitization Procedures. We will not log information about incidents of illness but if a tenant wants to inform us of a higher number of illnesses or if they should have a confirmed case of the pandemic illness we will take extra cleaning steps to sanitize that space.

Forced Closure or Property Under “Orders” Issued by Public Health Officials.

If we are instructed by authorities to close all or part of our building or be unable to maintain operation for safety reasons, arrangements would be made to a phased transition closure, if possible. Other consideration would be to close all or part of the building to “Card Access Only”. Please consider these extreme but potential scenarios when completing your own company plan.

We have provided elements of our plan in the Pandemic Procedure Table provided.

We will be adapting policy as we learn so our plan will continue to evolve. We plan to remain flexible in how we approach this, but once again, our ultimate goal besides trying to limit exposure, is to keep our building operating efficiently to the best of our ability.

- *Note: Each situation will be reviewed closely to understand the specifics of its unique condition and threat. Action will be taken based on findings. The above considerations are all inclusive but not limited to.*
- *Whilst this communication outlines our preparedness for operating our building we cannot stress enough the importance of tenants ensuring that you have your own pandemic plans in place to ensure the continuity of your own businesses. To learn more about a pandemic situation and pandemic planning, we direct you to the World Health Organization website at www.who.org or the Public Health Agency of Canada at www.publichealth.gc.ca.*