



March 3, 2020

Re: COVID-19 (Coronavirus)

Dear Partners,

In connection with the rapid global progression of COVID-19 (Coronavirus), we are writing to inform you of the precautions and preventative steps taken to prepare for a potential outbreak at the corporate and property levels.

Duty of Care

Starlight is not a health expert, however, we owe a duty of care to our tenants and employees. As the evolution and treatment of COVID-19 remains unclear, we are stressing the importance of outbreak preparedness including practicing good hygiene and virus prevention. We have provided our employees with information from, and links to, the World Health Organization (WHO) Health Canada and Centers for Disease Control and Prevention (CDC) and have also directed them to local public health authority sites to ensure they are informed and learn about COVID-19, its symptoms and how it can be potentially transmitted.

Until further notice, Starlight employees have been encouraged to restrict travel where possible. Those who decide to travel have been asked to disclose of all travel locations outside of North America. In addition, employees travelling in and around affected COVID-19 locations will be asked not to attend the Starlight head office for a period of 14 days post travel in order to ensure that they do not demonstrate symptoms of COVID-19. While medical facilities continue to have capacity, a doctor's note clearing employees of related symptoms, will be required before returning to work. See attached circulated "Encouraging Good Hygiene" fact sheet.

In light of COVID-19, Starlight has reviewed and tested its Corporate Business Continuity Plan and can confirm that it addresses infectious disease. We are presently assessing our work-from-home capabilities to minimize business disruption. This review includes testing our information technologies systems to ensure the seamless connectivity of our systems.

Our Properties, Our Tenants

While all of Starlight's external property management companies (PMCs) have specific disaster recovery plans (see attached) and have communicated directly to their properties and tenants, we have communicated to each of them our expectations with respect to the standard of care to be met at each building.

Preventative Measures (PMCs are expected to):

- Initial communication to tenants and site staff will include education about COVID-19, its symptoms and what to do if you experience them, the transmission of COVID-19 and the countries affected by COVID-19
- Send directly to tenants and/or post notices at each building to remind individuals of the precautions recommended by WHO, Health Canada and the CDC including tips for practicing good hygiene
- Internally circulate website links to various health organizations for real time information
- Endeavour to increase frequency of building sanitization in common and high traffic areas
- Endeavour to place portable hand sanitizer devices in all entrances or clubhouses and have disinfectant wipes available where possible

In the event of a suspected case of Coronavirus:

- Report affected individual to the local public health authorities for direction
- Share information with management without being alarmist who will act as a liaison between site staff and other business stakeholders
- Notify tenants of the suspected case of COVID-19, without divulging personal information
- Subject to tenant rights and under the direction of public health authorities, arrange for a certified hazmat contractor to remove, transport and dispose of contaminated materials, as well as sanitize the affected areas
- All statements to the media will be directed to the public health authorities and Starlight's communication team

Any suspected cases of COVID-19 that occur at Starlight properties will be communicated to our partners immediately. We continue to monitor the situation daily through various public health agency sites as well as industry associations and insurance brokers for best practice procedures and updated information. We are committed to keeping our team members apprised of the latest information and guidance from public health authorities and industry resources. In the meantime, we continue to review our policies and procedures as the situation progresses.

Should you have any questions, please contact one of your Senior Executive team members.

Yours truly,



Daniel Drimmer
President & CEO

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>