

Our Response to COVID-19

INFORMATION FOR ALL HOPEWELL HOMEOWNERS

For 30 years, Hopewell has been committed to the health, safety and well-being of our home buyers, trade partners and employees. While we closely monitor the status of COVID-19, we recognize that this is a time of uncertainty for many. Despite this uncertainty, we continue to stand by our vision of creating the spaces and places where people love to live and to do our part in contributing to flattening the curve of the COVID-19 virus while maintaining an operating business.

During this time, we've been required to adjust our protocol to put the health and safety of our homeowners, trade partners and Hopewell employees first. Some of our homeowners might be slightly impacted by this change in protocol, depending on which stage of homeownership you are in - **please read the below thoroughly to understand how these changes might impact you:**

UPDATE FOR HOPEWELL HOMEOWNERS WHO HAVE NOT YET TAKEN POSSESSION

If you are a **new Hopewell home buyer** and have an upcoming walk-through, orientation or possession scheduled, please note that your appointments will continue to proceed until further notice from our Customer Care team. At this time, we do not anticipate any delays to our construction or possession schedules. We will keep you posted with updates as they develop. Please refer to the *What We Are Doing To Ensure Your Health & Safety* details below for more information on how we will continue to prioritize your health and safety during this time.

WHAT WE ARE DOING TO ENSURE YOUR HEALTH & SAFETY

We are taking additional measures to ensure you, your family, our trade partners and Hopewell employees are following safe and clean protocols at this time, including:

- We will be upholding Hopewell's primary policy of allowing only those on the title of the new home contract to attend walk-through, orientation and possession appointments;
- If you arrive at one of your appointments and appear to be showing any flu-like symptoms, our team will ask that you reschedule your appointment;
- We are following the guidance from all levels of government, Alberta Health Services and standard Hopewell health and safety protocol;

PRIOR TO ARRIVING TO ANY OF YOUR PRE-POSSESSION APPOINTMENTS (WALK-THROUGHS, ORIENTATION OR POSSESSION), PLEASE ENSURE YOU REVIEW THE FOLLOWING COVID-19 HEALTH & SAFETY CHECKLIST:

- If you have travelled outside of Canada in the last 14 days; are experiencing any COVID-19 symptoms; or have come into contact with someone who is exhibiting symptoms and have an upcoming Hopewell appointment; please contact your Customer Liaison representative right away. We ask

you to follow government regulations of self-isolation and make alternative arrangements with your Customer Liaison;

- As per Hopewell policy and a social distancing precaution, please refrain from bringing children, friends, family members or realtors to any walk-through, orientation or possession appointment who are not on the new home contract;
- Do what you can to travel to your appointment directly from your home and limit the amount of stops you take in between to reduce the risk and spread of the COVID-19 virus;
- Please wash your hands prior to and following any of your Hopewell appointments;
- While attending any of your pre-possession appointments, please avoid touching the surfaces and features of your new home until your possession day;
- During your visit, we ask that you minimize close (less than two metres) contact between yourself and any Hopewell trades partners or employees. Additionally, we ask that you avoid any close touching with individuals while attending any of your appointments including handshaking, hugging etc.

UPDATE FOR HOPEWELL HOMEOWNERS WHO HAVE ALREADY TAKEN POSSESSION

If you are a current Hopewell homeowner and have a service appointment scheduled for your home, please note that all non-emergency post-possession service and warranty appointments currently scheduled between March 16 to April 30 are **temporarily suspended**. We anticipate reconvening service appointments beginning in May. There will be a member of our team contacting you to provide additional times for rescheduling as the status of COVID-19 evolves and we will keep you posted with any updates as they develop.

We apologize for any inconvenience that this may cause to your schedule(s). Hopewell considers the health of our homeowners and employees a top priority and we will continue to do our part to minimize foreseeable risk.

GET IN TOUCH WITH OUR CUSTOMER CARE TEAM

Our Customer Care team and your Customer Liaison are always here to help and answer any questions you might have. For further clarification regarding any of the above information we encourage you to reach out directly to your Customer Liaison representative at 587.794.4387 (Calgary), 780.409.0684 (Edmonton) or questions@hopewell.com.

While we continue to monitor the development of COVID-19, we want to ensure we are doing our part to help limit the spread by minimizing the risk of exposure to our employees, trade partners

and homeowners. We know home is the most important place, especially during turbulent times like these. We remain committed to working with you in a safe and enjoyable way.

If you have any questions about our health and safety protocols around COVID-19, please contact us at questions@hopewell.com, 587.794.4387 (Calgary) or 780.409.0684 (Edmonton). If you would like more information on COVID-19, please refer to the Government of Alberta website at <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>.