



TPM

Properties
well managed.

COVID – 19 Safety Plan

TPM Properties response to the COVID-19 crisis is communicated with our staff primarily via team meetings and email. At all times, staff members are encouraged to express their questions or concerns in these forums or privately with their supervisor.

To prevent the spread of COVID-19, the TPM office has been (and will remain) closed to the Public until the Senior Management are confident that a return to normal operations will not place the TPM team at risk.

TPM Properties have been closely monitoring the directives provided by the Provincial Health Office, the Government of BC and WorkSafeBC, and will enact best practices as directed by these resources.

As the TPM Properties workforce is comprised of office workers, maintenance staff and residential caretakers the exposure hazards for these departments vary and are to be addressed as follows;

1. Senior Management, Administration and Accounting staff – Tiffanie Hanoski – Office Manager
2. Maintenance staff – Christian Mildenstian
3. Property Management and Caretakers - Debbie Hunt – Property Manager/Managing Broker

Exposure Controls for Administration and Accounting

In respect to the physical office environment at TPM Properties, the following exposure controls have been adopted:

1. Capital Janitorial staff are using a commercial disinfection product called Morning Mist (and are instructed to allow the product to sit 10 minutes to kill virus and bacteria as directed by the manufacturer) in the office during daily cleaning, which includes disinfection of commonly touched areas such including door knobs/handles; sink faucets and toilet handles; light switches and thermostat controls
2. Sanitization stations (alcohol sanitizer and/or Morning Mist product, and wipes) are available,
 - a. at the reception desk
 - b. in the staff kitchen
 - c. at the photocopier
 - d. at staff workstations for use on personal stations (on request)
3. Face masks/shields are available to staff who wish to use them in the office
4. Bathrooms are equipped with handsfree soap and paper towel dispensers and have signage to promote proper handwashing instruction

5. Staff kitchen protocols
 - a. Dishwasher use procedure will be posted
 - b. Access to the space will be limited to one person at a time (staff to self manage)

Controlling Worker and Visitor Access – TPM Office

Upon reopening of the TPM Properties office to the general Public the following measures will be adopted:

- Guests will be asked to complete a Health Disclosure Declaration that will be held on file for 28 days (two incubation cycles)
- Staff members may continue to work from their home office if their work will allow
- Offices will be cleaned daily with strict adherence to commercial cleaning protocols
- Plexiglass partitions and barriers have been installed as required to provide safe physical distancing
- Face masks are available for staff to use and there are sanitization stations in the office for use
- Members of the public will be invited into the office and offered the use of sanitizer stations at their discretion and limited to the reception or board room
- Members of the public who attend the office to pay rents (or strata fees) will be encouraged to use Pre-Authorized debit whenever possible
- Point of Sale machine and areas accessible by the Public will be sanitized following each transaction/visit by an available member of the Administrative staff

Worker Illness and Travel Restrictions – All TPM Staff

Currently, it is expected that staff members who are feeling ill should be remaining at home to recover, and TPM Properties request that a minimum of 3 days be observed to ensure the member is well enough to return.

If the staff member is concerned of a COVID-19 exposure/illness, they must contact 811 for guidance and advise the Office Manager that they are in contact with the Provincial Health Authority. This information will not be communicated to the TPM staff at large, unless directed by the Provincial Health Authority to do so.

As many respiratory and other illnesses are communicable TPM will be reviewing our current illness absence policy.

At present, TPM Properties will adhere strictly to the directives provided by the Provincial Health Office, the Government of BC, as well as the Federal Government of Canada with respect to non-essential travel. Should staff members wish to travel outside of Canada for any reason, TPM Properties will expect that a member will adhere to a 14-day self-isolation period as directed by government officials.

Travel within the province of British Columbia is allowed and there will be no expectation of self-isolation however, TPM Properties expects that staff will continue to practice social distancing and other recommended COVID-19 prevention strategies while travelling.

Exposure Controls for Property Management and Caretakers

Site meetings:

- Only meet in areas where minimum 6' social distancing may occur – especially indoors
- Masks/face guards to be worn when meeting indoors (at the request of the meeting participants)
- Manager to carry wipes to wipe any desk areas utilized and hand sanitizer to wipe hands where hand washing is not available.
- Outdoor meetings – maintain 6' social distancing

Strata Council Meetings:

- Site Council meetings may only be held where minimum 6' social distancing may occur
- Virtual meetings to be held in buildings where social distancing is insufficient
- AGM meetings encouraged to be by proxy vote where possible or at minimum until State of Emergency lifted for larger group meetings
- Masks/face guards to be worn when meeting indoors
- Manager to carry wipes to wipe any desk areas used and hand sanitizer to wipe hands where hand washing is not available.
- Encourage minutes to be distributed via email to all owners with a few hard copies available for those who do not have printers.
- PM to distribute financials, information for meetings via email prior to meeting prior to minimize handling of paper

Caretaker Meetings:

- Only meet in areas where minimum 6' social distancing may occur – especially indoors
- Masks/face guards to be worn when meeting indoors
- Manager to carry wipes to wipe any desk areas utilized and hand sanitizer to wipe hands where hand washing is not available.
- COVID questionnaire to be completed for each

Suite Inspection/Showing:

- Only meet in areas where minimum 6' social distancing may occur – especially indoors
- Virtual showings to be utilized whenever possible.
- COVID questionnaire to be completed for each tenant or prospective tenant of inspection/showing.
- Caretaker to enter, open doors and turn lights on and move to central location.
- Prospective Tenant to bring & wear mask, enter and not touch anything.
- Caretaker to wipe any touched surfaces after inspection/showing.
- If occupied – booties should be worn by caretaker and prospective tenants
- Manager/caretaker to carry wipes to wipe any surfaces and hand sanitizer to wipe hands where hand washing is not available for caretaker and prospective tenants
- Tenant to complete application and return to caretaker

Exposure Controls for Maintenance

- Carry wipes to sanitize an area being worked on (if required)
- Carry hand sanitizer wipes for when hand washing is not available
- Face masks must be used when in tenant spaces (at the request of the tenant)
- Gloves and booties must be used when in tenant occupied spaces (at the request of the tenant)
- Work in common areas is a risk for COVID-19 transmission and maintenance staff members are aware that they are to allow a 6' ft social distance from people and may erect cones or other 'physical space' defining measures where and when required
- Vehicle surfaces must be sanitized at the end of the workers shift