



March 13, 2020

To our valued NUVO Network Community - Members, Tenants & Guests:

The NUVO Team cares about you and our entire community of generous, caring people.

We are closely monitoring the COVID-19 situation and taking precautionary measures at our building in an effort to protect the health and safety of our NUVO community of members, tenants, employees and guests.

We take this matter seriously. We also know how important it is to be able to do our work and connect with others, safely.

At this time, NUVO Network is open for business and has no plans to close.

Our in-house catering service, NUVO Taste, also continues to operate.

Our team is keeping up to date with the information we need to know from Public Health Ontario and the Public Health Agency of Canada.

NUVO intends to follow stringent guidelines to prevent and help stop any potential spread of the COVID-19 virus, and we are ready to modify our business operations in an effort to ensure the safety and well-being of our community.

Here's what we are doing now:

- We have implemented industrial grade cleaning and disinfectant measures. We are disinfecting all surfaces throughout the day.
- Our building is professionally cleaned and disinfected daily. We have asked our cleaning company to increase sanitizing efforts of all surfaces and washroom facilities.
- Our kitchen is subject to normally rigorous health standards and has implemented additional precautionary measures. ***Please see the separate notice from David Mack, Chief Operating Officer, NUVO Network.***
- We respectfully ask that anyone who is feeling ill, regardless of symptoms, to refrain from coming to the building if you are uncertain about your condition.
- Handwashing guidelines are posted in the washroom facilities on recommendations for public health practices to help prevent the spread of COVID-19.

## NUVO Network

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Finally, if you are experiencing any flu-like symptoms, please follow the Government of Canada issued guidelines, which can be found here:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

At NUVO, our team will continue to stay informed about any new developments relating to the COVID-19 virus.

Here's to peace of mind and health for you and those you care about.

The NUVO Team