

COVID-19

SAFETY PROCEDURES AT OUR DESIGN STUDIO - THE LOBBY

We're Working Together to Serve You Better

TRIDEL[®]
BUILT FOR LIFE

As a home builder, creating strong, resilient communities is what we do. This includes our Design Studio at The Lobby. We've been preparing to reopen so that when you're ready to visit, so are we. Our staff and offices may look a little different right now, but we remain committed to delivering the same level of quality, service, and care that you have come to expect from Tridel.

Your safety is our top priority.

Before your visit, rest assured that our Design Consultants will only meet with you if:

- They have not been outside Canada in the last 14 days.
- They have not experienced any symptoms of COVID-19 (fever, cough, sore throat, difficulty breathing).
- They have not provided care to or been in contact with someone with COVID-19 or someone with COVID-19 symptoms.
- They do not have any concerns that they have potentially been exposed to COVID-19.

For your safety and ours, please take the following self-assessment questionnaire before your visit.

- Have you been outside Canada in the last 14 days?
- Have you experienced any symptoms of COVID-19? (fever, cough, sore throat, difficulty breathing)
- Have you provided care to, or been in contact with someone with COVID-19 or someone with COVID-19 symptoms?
- Are you concerned that they have potentially been exposed to COVID-19?

If you answer "yes" to any of the questions, then please arrange a virtual appointment. Meeting in-person at our Design Studio will not be possible at this time.

We've taken the following steps to protect you and our team when you visit the Design Studio:

- Visits are by appointment only. We have staggered our schedule to reduce the number of people entering and exiting at the same time.
- No more than 2 appointments will occur at any given time in the Design Studio, which is approximately 4,000 sq. ft.
- No more than 2 customers may attend the design appointment. They will meet with 1 Design Consultant.
- We will be meeting with customers in the open Design Studio only. Our private meeting rooms are closed.
- Design Consultants will remain at least 6' (2 m) away from customers at all times.
- All participants in the meeting will wear a mask. If you do not have a mask, a mask can be provided.
- The Design Consultant will handle all electronic devices and materials used to conduct the appointment. At this time, customers may not touch any samples.
- All paperwork (except for cheques) will be handled electronically.
- The Design Consultant will end the appointment if safety becomes a concern. This could include a participant displaying symptoms of COVID-19, or not following the safety procedures established in this document.

If you have any questions or to schedule a virtual appointment, please contact us at 416-649-2520 or thelobby@tridel.com.