

June 24, 2020

To our Normac Clients and Partners,

**RE: NORMAC COVID-19 RESPONSE UPDATE**

As Canadian provinces progress to the next step in their phased approaches to mitigate the impacts of COVID-19, Normac continues to take a measured response in ensuring the safety of our team and our clients.

We continue to take extra safety precautions, maintain physical distancing measures, and remain focussed on three things:

1. Ensuring the safety of our employees and clients
2. Continuing to provide exceptional service to our clients
3. Supporting local efforts to limit the spread and impact of COVID-19

**As of July 6<sup>th</sup>, we will be resuming interior common area site inspections for most jurisdictions in which we operate.** Interior common area site inspections are voluntary; for those clients who would prefer Normac to proceed with information collecting without entering the premises, we can still complete our appraisal reports in a timely and effective fashion. In order to protect our team and our clients and minimize the risk of disease transmission, we will not be resuming in-suite site inspections and will collect the necessary information using alternative reliable sources. We will confirm our findings with a designated site contact.

Normac has developed a comprehensive Health & Safety Plan which provides clear guidance on adjusted working practices implemented to mitigate the risks posed by COVID-19. Appraisers and Property Information Collectors will exercise the utmost caution and follow all hygiene protocols when on-site. All Normac team members are well versed and supported in the following areas:

- Physical distancing measures
- Use of Personal Protective Equipment
- Enhanced cleaning, sanitizations & disinfection measures

We remain committed to serving our clients to the highest standards and prioritizing your health and safety at all times. Thank you for your patience and your continued trust in Normac.

Stay safe and keep healthy.

Sincerely,



Cameron Carter  
President