

Our Response to COVID-19

INFORMATION FOR ALL HOPEWELL DESIGNSENSE STUDIO APPOINTMENTS

For 30 years, Hopewell has been committed to the health, safety and well-being of our home buyers, 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.

IMPORTANT INFORMATION FOR YOUR UPCOMING DESIGNSENSE SELECTION APPOINTMENT

During this time, our DesignSense team is offering a number of appointment times and taking extra precautions to ensure your health and safety is prioritized. **Current appointment options with our design team will take place Monday to Friday 8 am to 4 pm (start time) and include:**

- Private in-person appointments in our DesignSense Studios at one of the dedicated show homes:
 - Calgary;
 - Arbour Lake West Sales Centre at 92 Arbour Lake Road NW
 - Mahogany Garage Sales Centre at 9 Magnolia Terrace SE
 - Edmonton;
 - Secord Sales Centre at 1090 Secord Promenade NW
- Virtual video selection meetings.

Reach out to our DesignSense team at DesignSchedule@hopewell.com if you need to reschedule your appointment time or have questions for the design team. We are happy to work with you in accommodating your schedule.

WHAT WE ARE DOING TO ENSURE YOUR HEALTH & SAFETY

We are taking additional measures to ensure our sales centres, show homes and DesignSense Studios are safe, clean and welcoming.

- We are prohibiting walk-in traffic to our sales centres, show homes and DesignSense studios until further notice;
- We are allowing access to our sales centres, show homes and DesignSense Studios **by appointment only**;
- We are limiting the number of individuals attending in-person appointments at our sales centres, show homes and DesignSense Studios to **five individuals at a time** – inclusive of sales team members, design team members and clients;
- We are taking extra precautions to disinfect our door knobs, touchscreens, countertops, bathrooms, palettes and interior selection samples;
- We are not offering refreshments (coffee, water bottles etc.) in our sales centres, show homes and DesignSense Studios at this time;
- We are not permitting clients to bring any outside food or drink with them to their DesignSense appointments at this time;

- We are following the guidance from all levels of government, Alberta Health Services and standard Hopewell health and safety protocol;
- We are applying this guidance to the ongoing updating of our health and safety strategy.

We are looking forward to your DesignSense appointment. Before you visit the DesignSense Studio, 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; please do not visit any Hopewell show home. We ask you to follow government regulations of self-isolation and take advantage of one of our alternative meeting options instead;
- ☒ Do what you can to travel to your DesignSense Studio 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 upon arriving at and leaving your DesignSense Studio appointment. All of our sales centres are equipped with warm running water and soap for your use;
- ☒ Please avoid touching the furniture, palette boards and interior selections/samples featured in our DesignSense Studio at this time;
- ☒ During your visit, we ask that you minimize close contact (less than two metres) between yourself and our design team members. Additionally, we ask that you avoid any direct contact with our design team members within our sales centres and show homes including handshaking, hugging etc.

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 to help you find the home of your dreams.

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>.