



March 15, 2020

Navigating Through CoViD19

To Our Valued Stakeholders:

I want to provide you with an update on CAPREIT's course of action and response to the Coronavirus Disease 2019 ("CoViD19"), particularly, the preventative measures we are taking to mitigate risk across our business.

At CAPREIT, we believe it is our responsibility to prioritize:

1. The safety and well-being of our team members; and
2. The safety and well-being of our residents and properties.

As one of Canada's largest landlords with over 22 years of operational excellence, we have had experience and navigated through similar issues in the past, and we are leveraging this knowledge to initiate appropriate practices to help control the spread of CoViD19 to the best of our ability, including the following:

Crisis Management Team

We have created a Crisis Management Team ("CMT") focused specifically on closely monitoring the CoViD19 situation and related developments and providing further direction on appropriate next steps. The creation of the CMT committee was triggered as part of CAPREIT's larger business continuity plan, and consists of the executive team, as well as subject matter experts across the organization including IT, Operations, Procurement, and Insurance and Risk. We will add to the CMT on an as-needed basis.

Staff Communication

- We are undertaking ongoing communication with our operations staff to continue to assess their needs to support residents.
- We continue to restrict in-person meetings and all non-essential travel, providing direction consistent with the public health requirements to self-isolate upon return.
- We have implemented our business continuity plan and have temporarily closed corporate and regional offices, and limited access to site offices. We are also practicing social distancing.
- We are equipped and have set up from a technology perspective a work-from-home contingency where appropriate.
- We continue to update our staff with public education on CoViD19, including up-to-date recommendations for monitoring hygiene.

Resident Communication

- We are undertaking ongoing communication with our residents to make them aware of the precautionary measures we have put in place to disinfect and monitor the cleanliness of our properties.

- We continue to update our residents with public education on CoViD19, including up-to-date recommendations for monitoring hygiene through educational posters on-site and by leveraging our online Resident Portal.
- We have open and ongoing correspondence with residents urging them to contact their public health agency to receive assistance, should they suspect that they are affected by CoViD19.
 - Furthermore, should a resident test positive for CoViD19, they are requested to not only self-quarantine, also contact the site office by email and/or phone. We are emphasizing that the safety of other residents and staff are our top priorities. By notifying a CAPREIT staff member, we will keep a resident's diagnosis strictly confidential from other residents but also enable us to implement proactive cleaning and safety precautions for other residents and staff.
- We are monitoring in-suite repairs and maintenance and will require all tenants to notify us prior to entering their unit if they are under self-isolation.
- We are refocusing maintenance and building cleaning in high traffic common areas like elevators, lobbies, laundry rooms, and other common spaces. We are also doing our best to ensure that there are sanitizers in public areas.
- We are closing non-essential public spaces, including gyms and swimming pools, to rationalize cleaning resources and minimize potential spread and exposure of the virus among our staff and residents.

Impact on Business

- We assume that the virus will have further effects on our business, however at this time we will continue to monitor the situation and make appropriate decisions based on what is best for the CAPREIT community, specifically our staff, residents, and unitholders.

With over 22 years in multi-family real estate experience, CAPREIT has taken the lessons learned from previous influenza outbreaks like SARS and H1N1 and are applying this experience across our organization. I have great deal of confidence in the CAPREIT team to deploy the necessary steps and actions to put the health and safety of our staff and residents as priority.

Today, CAPREIT's financial position and liquidity is the strongest in its history, with significant liquidity, and the resources and flexibility to manage our way through this issue. Additionally, the investments we have made in our technology platforms will be a benefit to the REIT and our team members as we responsibly adapt to this fluid situation.

For our Unitholders, we are strong believers that the multi-family real estate sector is a highly defensive and counter-cyclical asset class that can bear broader market swings, even in comparison to other property sectors.

We appreciate your understanding as we navigate through this dynamic situation with as little disruption as possible.

Sincerely,

Mark Kenney
President & CEO
Canadian Apartment Properties REIT