

Advisory for Virtual and In-person Inspections/Meetings

The health and safety of our employees, homeowners, builders, and others is a top priority for Tarion. As the number of COVID-19 cases continues to rise, we are setting out this updated advisory to ensure that everyone understands some of the unique processes and accommodations that Tarion is making in response to this evolving public health situation.

This document will be provided to all parties at the time of scheduling your inspection/meeting. At this time, every effort is being made to conduct all inspections and meetings virtually. However, there may be times where in-person inspections and/or meetings will be required (for example, in order to assess certain issues that may not be possible to assess during a virtual inspection). This Advisory will be sent again closer to the date of the inspection/meeting. If the inspection or meeting is to proceed in-person, this will provide you with an opportunity to confirm that your participation in an in-person inspection/meeting is a responsible decision for the health and safety of everyone involved. The Warranty Service Representative will also be contacting the parties involved in the inspection/meeting the day before to reconfirm that nothing has changed.

Self-Screening

It is important to be aware of the symptoms of COVID-19. In preparation for the in-person inspection/meeting, please take the time to consider the below symptoms:

- Fever or chills
- Difficulty breathing or shortness of breath
- Cough
- Sore throat, trouble swallowing
- Runny nose/stuffy nose or nasal congestion
- Decrease or loss of smell or taste
- Nausea, vomiting, diarrhea, abdominal pain
- Not feeling well, extreme tiredness, sore muscles

Please contact Tarion to reschedule your in-person inspection/meeting if one of the following applies to you:

- you have tested positive for COVID-19
- you have been in close contact with someone who has a probable case of COVID-19
- you have been experiencing any of the above symptoms within the past 14 days, or
- you have returned from international travel within the past 14 days

Tarion will work with you to find a new time to have your in-person inspection/meeting conducted. You will not lose your rights to have your warranty items assessed by rescheduling your in-person inspection/meeting.

What to expect / What is different

When possible, inspections/meetings will proceed virtually. If an inspection/meeting needs to proceed in person, the Warranty Services Representative assigned to the file will conduct a 'Table Talk call' or Common Element Meeting with the owner and builder prior to the inspection/meeting. Here we will discuss the warranty, report writing process, next steps, and appeal rights. This may not be necessary for other types of meetings.

Please note the following unique processes for inspections/meetings due to COVID-19:

- Every effort will be made to conduct the inspection/meeting virtually. However, there may be circumstances where the Tarion representative will have to conduct an in-person inspection/meeting such as, for example, to verify some of the observations made virtually. The in-person portion of the inspection/meeting may take place on a different day from the virtual portion of inspection/meeting. As each case has its own unique circumstances, the assigned Warranty Services Representative will provide the detail on how the inspection/meeting will proceed prior to the scheduled date.
- All Tarion representatives will be conducting a maximum of one in-person inspection/meeting per day for a maximum of 2 ½ hours in the home.
- All Tarion representatives will be equipped with Personal Protective Equipment (PPE), including a face shield, mask, gloves, booties, and sanitizer. PPE is washed and sanitized between in-person inspections/meetings.
- Tarion requires that all other parties at the in-person inspection/meeting wear a mask. The inspection will not proceed unless all parties wear a mask or remain in a separate part of the home or outside the home for the duration of the inspection.
- No more than two owner representatives are requested to be present at the time of the in-person inspection/meeting. Tarion is aware that your household may include more than two individuals. We ask that your other family members not be present by remaining in a separate area of the home or outside.
- No more than one vendor/builder representative is requested to be present at the in-person inspection/meeting.
- Generally, only one Tarion representative will be present at the in-person inspection/meeting. However, in some circumstances, an additional Tarion representative or third-party consultant/contractor retained by Tarion may be present.
- No sharing of physical documents, including business cards, is permitted at the in-person inspection/meeting. A document can be provided digitally before or after the in-person inspection/meeting. A Tarion representative may also photograph a document with permission.

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- The list of items may be re-organized to expedite travel in the home/building.
- Tarion reserves the right to cancel and reschedule the in-person inspection/meeting if we feel that the conditions of the in-person inspection/meeting are not safe.

We are continuously monitoring information from official health authorities and planning and adjusting for business continuity in an evolving environment. We therefore reserve the right to make changes to this and related documents at any time without advance notice. If you have any concerns or questions related to COVID-19, please contact Tarion's Customer Service team at 1-877-982-7466 or email covid19@tarion.com.