

**NAV CENTRE:
What to Expect Summary Sheet**



STAY UNDER OUR WING

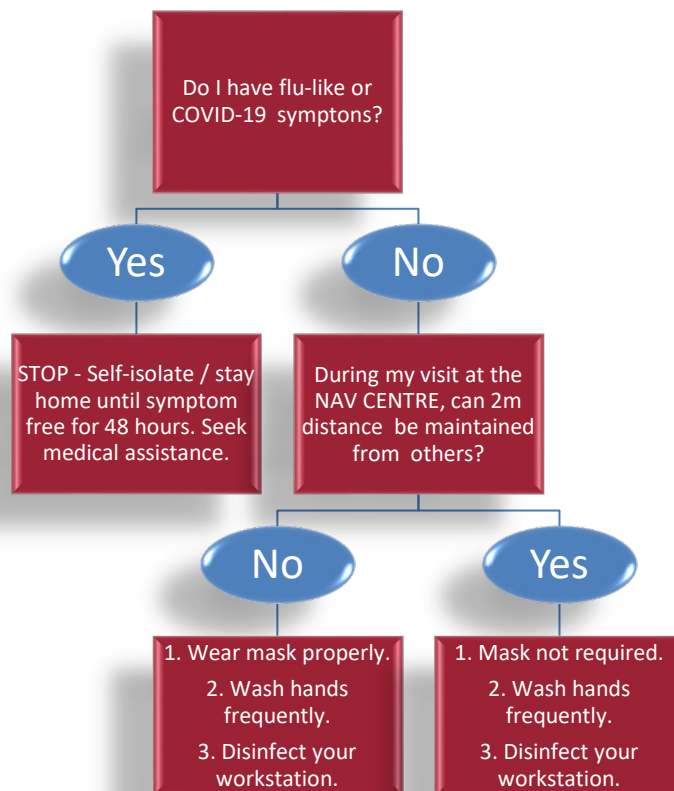
NAV CENTRE
1950 Montreal Road
Cornwall (Ontario) K6H 6L2

WELCOME BACK TO THE NAV CENTRE

Welcome back to the NAV CENTRE! This summary document includes new protocols that have been implemented within the NAV CENTRE to ensure safety and compliance with legislated requirements for COVID-19 by the province of Ontario. Adherence is intended for all that frequent the NAV CENTRE, including employees, contractors, students, tenants and customers.

BEFORE ENTERING THE NAV CENTRE

Individuals displaying any flu-like or COVID-19 symptoms will not be permitted to enter the NAV CENTRE. It is recommended to stay at home, contact a medical centre or the health services designated by the Ontario Health Unit and follow their guidance.



SHUTTLE VEHICLES

- The NAV CANADA COVID-19 assessment form will be required before the trip.
- Passengers will be required to disinfect their hands before boarding the shuttle vehicle and will be required to wear a mask during the trip. If passengers do not have a mask one will be provided.
- All vehicles are being disinfected before and after each pickup and the shuttle driver will wear a mask.
- Passengers will be seated in the back of the shuttle van.

ENTERING AND EXITING THE NAV CENTRE

- Guests and visitors will be required to complete the NAV CANADA COVID-19 Assessment form before coming to the NAV CENTRE.
- The designated entrance and exit for employees, contractors, tenants, students and customers, unless otherwise indicated, is through the main lobby located on the East side of the facility.
- This entrance will be accessible 24 hours a day and is monitored by Security.
- Photo I.D. will be required at the entrance.
- Masks may be required in certain areas of the facility. Please remember to bring one with you.
- Your personal information is maintained in a secure location in accordance with applicable privacy laws.
- Entry will not be granted if you have any flu-like or COVID-19 symptoms.

CHECK-IN

- Check in will be done at the front reception desk after you have passed through the Security and Health check.
- There are floor markings and signage in place to remind individuals to physically distance while waiting for service.
- Plexiglass has been installed at the reception desk and all NAV CENTRE associates are required to wear masks.
- Room keys are disinfected between each use.
- Electronic copies of your receipts are encouraged, with paper copies only available upon request.

ELEVATORS

- Avoid using elevators at the NAV CENTRE if you are able to use the stairs.
- If this is not possible, there is a limit of 1 person per elevator at a time, except for family members living in the same household.
- COVID-19 masks are to be used on the elevators.

GUEST ROOM HALLWAYS

- COVID-19 protective masks are required in guest room hallways.

GUEST ROOMS

- Guest rooms have been sanitized and sealed before your arrival.
- For short-term stays guest rooms will not be cleaned during your stay for your protection, unless specifically requested.

- Some amenities, such as coffee machines, have been removed from the rooms to limit the number of touch points. If you would like to request additional amenities, please call reception by dialing ‘0’ from your in-room telephone.

RESTROOMS

- A mask must always be worn in the public restrooms.

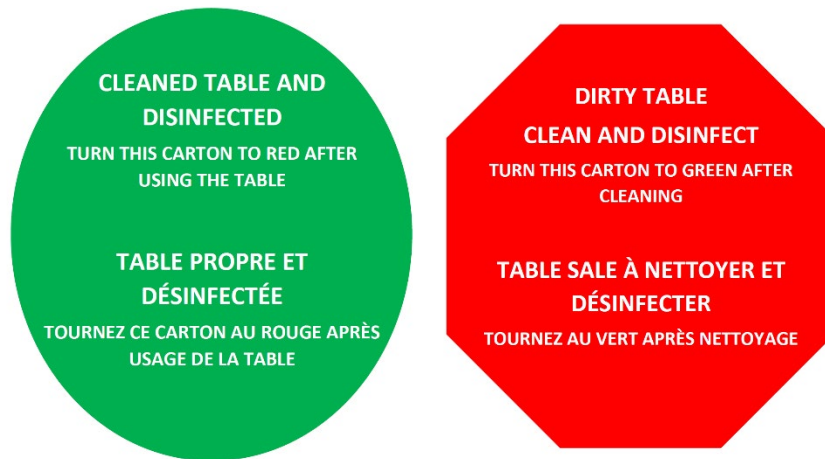
CONFERENCE AND MEETING SPACES

- Hand sanitizing dispensers are provided in all common areas and before entering each meeting room.
- Sanitization wipes are provided for all shared high-touch equipment, such as: AV equipment, laptops, podiums, microphones, etc.
- Conference room doors, tables, chairs, light switches and other equipment are sanitized after each group use and twice daily.
- Occupied meeting spaces are disinfected nightly with the NAV CENTRE’s new Clorox 360 machine.
- Seating capabilities and floor plans are reviewed by the Conference Planning Team to ensure proper physical distancing that follow current guidelines in coordination with the catering and banquets teams.
- Contact-free or limited contact service for all catering and banquet options is encouraged.
- All site inspections are done virtually or using appropriate physical distancing.
- Signage is posted throughout the conference area to remind customers to follow recommendations, such as: maintaining physical distancing, frequent hand washing, etc.

DINING

Propeller Restaurant

- Sanitizing your hands before entering Propeller restaurant is mandatory.
- The ‘in and outs’ and line-up areas within Propeller restaurant are defined by visual aids designed to maintain physical distancing.
- Plexiglass has been installed throughout the restaurant and NAV CENTRE staff are required to wear COVID-19 protective equipment as an additional preventative measure.
- Meals are being served to you cafeteria-style or is offered as a “grab and go” option, served with disposable packaging.
- The restaurant capacity has been reduced by 50% and seating is arranged to provide social distancing while dining. Mealtimes are being staggered.
- Tables are being disinfected after each use. Signage is being used within the restaurant, as shown below, to indicate which tables are safe to eat at.

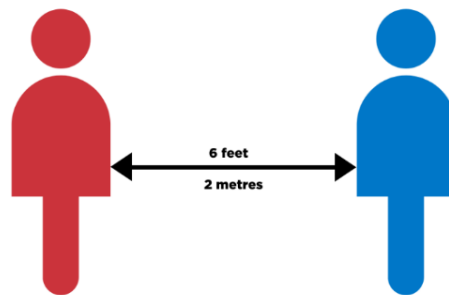


OTHER OUTLETS

- All other outlets at the NAV CENTRE, including NAV Fit, NAV Spa, the Café, Jet Set Pub and the Stonehouse Lounge + Grill, remain closed while we monitor guidance provided by Public Health. When a re-opening date becomes available for these outlets an announcement will be made on our website and social media platforms.

HYGIENE MEASURES

- All individuals must practice physical distancing by standing at least two metres away from others while in the NAV CENTRE. Tables, chairs and other physical barriers have been arranged to ensure appropriate distancing. When physical distancing cannot be maintained, COVID-19 protective equipment will be required.



- A reminder to wash hands frequently, with soap and water or hand sanitizer, especially upon arrival at the NAV CENTRE, before and after using the restroom, after blowing your nose/coughing/sneezing, and before eating.

COVID-19 PROTECTIVE EQUIPMENT

- We have designated zones throughout the NAV CENTRE that will denote what type of COVID-19 protective equipment is required in each zone.
- See below table of the designated zones:

<i>Green</i>	<i>Yellow</i>	<i>Pink</i>	<i>Red</i>
<ul style="list-style-type: none"> • Single offices without visitors • Academic area where no clients have access • Boardrooms (per Ontario Provincial Government regulations) • Hotel rooms / residence (when individual clients are in their rooms) 	<ul style="list-style-type: none"> • Single offices with visitors • Main academic or conference hallways • Common / public spaces • Smaller meeting spaces (where 2-metre distance cannot be maintained) • Shift operator office • Single offices in a common workspace • Laundry room • Guest room hallways • Restrooms • Main lobby • Service level • The Café • Propeller Restaurant • Security Office • Elevators (2, 3, 4 and 5) with maximum one person at a time as per ACC guidelines, except for members of the same household who may go together 	<ul style="list-style-type: none"> • Kitchen 	<ul style="list-style-type: none"> • Any office where the 2m physical distancing is difficult or cannot be respected • Hotel rooms / residence (during Housekeeping Staff cleaning and disinfecting)
<i>COVID-19 Protective Equipment Required</i>			
<ol style="list-style-type: none"> 1. No COVID-19 protective equipment required, with minimum of 2 m of separation 	<ol style="list-style-type: none"> 1. Level 2 protection mask or washable mask required at all times 	<ol style="list-style-type: none"> 1. Level 2 protection mask or washable mask required at all times 2. Gloves 	<ol style="list-style-type: none"> 1. Level 2 protection mask or washable mask required at all times 2. Gloves 3. Face Shield

SIGNAGE

- Signage throughout the NAV CENTRE is displayed in each zone as per the chart above for clarity.
- Visual health and hygiene reminders are also posted throughout the facility, for your reference.



THANK YOU FOR VISITING THE NAV CENTRE

Thank you for visiting the NAV CENTRE! As always, your safety and well-being is our top priority. We hope that your stay with us is pleasant and that we meet or exceed your expectations. If there is anything additional that you require during your stay, please feel free to reach out. Thank you for growing with us as we make changes to the facility in response to these difficult COVID-19 times.

Please note that this document is subject to change as the NAV CENTRE's Policies and Procedures are updated to reflect Government guidelines and considerations.