

TO: MEMBERS OF THE FACILITY ASSOCIATION

ATTENTION: CHIEF EXECUTIVE OFFICER

BULLETIN NO.: F2020 - 018

DATE: March 16, 2020

SUBJECT: FACILITY ASSOCIATION RESPONSE TO COVID-19

Over the last few weeks, concerns regarding the novel coronavirus (COVID-19) have intensified and we continue to see significant developments. Faced with circumstances that are developing quickly, we wanted to share with you our approach and current status. As always, our priority is to ensure the safety of FA employees, any persons with whom we interact, and the wider community. We are also committed to ensuring the maintenance of FA Critical Operations for our members.

We are consulting with IBC regularly. Given our shared locations (777 Bay and Atria), a coordinated position on most subjects is even more critical in these circumstances.

As of March 15th, we have taken the following additional precautions for the safety of our staff, our members and the community:

1. All business travel for FA employees is suspended.
2. We are suspending audit activity that is located at member-company or Servicing Carrier locations. While this will have an impact on our current audit schedule for 2020, we will work with members and Servicing Carriers to implement alternative approaches.
3. All staff, Board and Board Committee, and Advisory Committee meetings will be scheduled as virtual meetings, or deferred as required.
4. All FA employees are being encouraged to work from home where possible. Only employees who need to be on-site for specific functions are to come into the office; we are cancelling any staff events or meetings, and replacing them with conference calls or go-to-meetings where appropriate.
5. There are some critical functions at FA that require staff to work in the office. We are actively working to modify functions to enable people to work remotely without interruption to the services provided.
6. There remain a number of member companies who provide and receive their settlements by cheque. We are actively urging those member companies who have not yet transitioned to Electronic Funds Transfer to do so.
7. We are in communication with Servicing Carriers and with critical suppliers to ensure they have plans and approaches for dealing with the situation.

None of our services, systems, or member reporting is currently impacted beyond the audit schedule noted above. We are actively managing the situation to ensure that should circumstances change, we can prioritize delivery of critical operations.

Please feel free to contact me for further information at smatheson@facilityassociation.com

Thank you

Saskia Matheson
President & CEO