

## COVID-19 Update



To our valued clients:

In these uncertain times, Crowe MacKay is taking active measures to ensure the health and wellness of our clients, staff and business partners. While our business operations have veered from the traditional methods, our commitment to your success is unwavering.

In adhering to social distancing practices and suspending all non-essential business travel, we have instructed most employees to work from home. At this time, Crowe MacKay offices remain open with limited personnel on site. We continue to monitor the situation and have plans in place in the event we decide to temporarily close our offices and will communicate this accordingly.

We'd like to remind you that we are encouraging clients to communicate with their Crowe MacKay advisor by phone, email, or video conference. If you have a meeting scheduled at one of our offices, please call ahead to reschedule, or choose to have the meeting through one of the other methods listed above. You can contact your local Crowe MacKay office toll free at 1 (844) 522 7693

### **Dedication to Client Services**

We continue to monitor the situation and will adapt as new information becomes available. We are committed to supporting your business during this challenging time. If there is anything we can help you with, please do not hesitate to reach out to your Crowe MacKay advisor.

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Thank you for your support as we navigate through these uncertain times together.

Sincerely,

**Derek Lai** CPA, CMA, CIRP, LIT, CFE

Partner, Senior Vice President of Crowe MacKay & Company Ltd

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Crowe MacKay is committed to keeping the spread of the COVID-19 virus within the limits of our health systems through implementing enhanced safety measures.

We encourage you to stay informed through resources like the [Public Health Agency of Canada](#), the [Centers for Disease Control](#) (CDC), and the [World Health Organization](#) (WHO) websites.

The following are some of the precautionary actions Crowe MacKay is taking to ensure a safe and healthy workplace for our teammates and clients:

- Replacing in-person meetings with telephone or video conference and cancelling non-essential in-person meetings to reduce the amount of visitors coming into our office.
  - Leveraging technology and talent to accommodate extensive remote working environments for our staff
  - Advising all employees to stay home if they, or a family member, are feeling unwell.
  - Deferring all Crowe MacKay gatherings and events.
  - Deferring all non-essential domestic and international business travel.
  - Implementing a 14-day self-quarantine for individuals returning from any travel outside of Canada.
  - Educating employees on every day preventative actions to inhibit the
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spread of illness; this includes proper handwashing techniques and the need for sanitation at increased frequencies.

- Regularly disinfecting all high-touch areas including doors and counters.
  - Frequently communicating with employees regarding updates on COVID-19.
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