



March 17, 2020

COVID-19 Update

To our valued Advisors:

RWAM's Crisis Management Team has been closely monitoring the daily developments pertaining to COVID-19 (novel coronavirus) and adjusting requirements as guided by the [Public Health Agency of Canada](#) and the [World Health Organization](#).

Our priority throughout this time is to ensure the safety of our staff and their families, while continuing to provide excellent service to all our clients.

As the events of the COVID-19 outbreak have unfolded, our pandemic plan has been activated and the following measures enacted:

- All non-essential travel has been postponed
- Face-to-face meetings have been replaced with phone and video conferencing
- Self-isolating policies for staff returning from international travel have been implemented
- Social distancing protocols and procedures are being promoted, including asking our clients to refrain from visiting if they are symptomatic or have returned from travel outside of Canada in the last 14 days
- Remote, work from home options have been enabled where appropriate and remote capabilities expanded with deployment of additional laptops
- Heightened sanitization measures have been implemented throughout our offices

We are committed to providing further coronavirus updates to you via www.rwam.com as the situation develops. In the meantime, our staff remain committed to delivering the products and services that you rely on and are available to assist in any way we can.

