



# CORONAVIRUS UPDATE

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March 17, 2020

## Pandemic Planning Preparedness - Service Continuity and Safety Measures

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

Our priority throughout this time is ensuring the safety of our staff and their families, while ensuring continued and uninterrupted service to all of our clients.

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

- Ability to operate without interruption, with work from home capabilities - minimizing service disruptions.
- Working closely with our carrier partners to communicate changes as the industry's position evolves and as they are known.
- All updates relating to Covid-19 are being posted at [www.rwam.com/en/coronavirus-updates.aspx](http://www.rwam.com/en/coronavirus-updates.aspx)
- Replacing face-to-face meetings with video and phone conferencing.
- Postponing all non-essential travel.
- Implementing self-isolation policies for our staff returning from international travel.
- Promoting social distancing protocols and procedures in our offices, including asking our clients to refrain from visiting if they are symptomatic or have travelled internationally in the last 14 days.
- Increasing sanitization measures throughout our offices.

We are carefully reviewing updates to determine our course of action, and as this is a constantly evolving situation, we will continue to provide coronavirus updates to you on [www.rwam.com](http://www.rwam.com).

Thank you for your patience as we work through this unprecedented time together.