



In this time of uncertainty, the safety, well-being and needs of our business partners, their staff and clients remains a top priority. We're here and ready to provide the support you've come to expect. Our commitment to being a trusted business partner hasn't changed. In fact, it's more important than ever in this time of rapid change and new challenges.

## **Working to ensure business continuity**

As experts in risk management and loss prevention, we're taking appropriate precautions to protect our employees and their families, our business stakeholders and their clients, and the many communities in which we live, work and operate. We're committed to doing our part to help slow the spread of this new virus.

As part of our risk prevention and business continuity plan, **we've taken the following actions:**

- **Enacted a cross-functional task force** that will monitor COVID-19 developments, define our direction and respond to concerns.
- Implemented **policies to protect, support and enable our employees**, including:
  - the distribution of **information about the risk and prevention techniques**.
  - **enhanced cleaning and disinfecting protocol** in our offices.
  - increased **expectations around the reporting of illness, exposure and pro-active self-isolation**.
  - **flexible work arrangements that support social distancing**, as recommended by the Public Health Agency of Canada. We've increased remote work and telecommute, and installed protective barriers and limited contact in our call-center environments.
- **Restricted non-essential business-related travel**.
- Implemented **mandatory self-isolation for all employee personal travel** to assure there is no risk to other employees upon return.
- Engaged in **close contact with vendors, suppliers and partners** to ensure continued reliable support.

In the short-term, as we implement our business continuity plan, we anticipate service levels may be challenged and delays may be unavoidable. We will strive to minimize any inconvenience or interruption.

### **Working to offer flexibility and support**

We realize that plan sponsors are facing unexpected challenges. Our group plans are flexible and address many of the concerns that you may have, such as; extending coverage during temporary lay-off and reinstatement of plan members.

As a trusted business partner, we are committed to working with you to accommodate unique situations that may arise. If you have questions or concerns that require our assistance please contact your Co-operators Account Executive to discuss.

### **Stay safe and informed**

Although Health Canada has classified the risk to Canadians as low, we're recommending that you also take precautions to protect your staff and clients. The Public Health Agency of Canada has gathered [valuable information for business owners and employers](#).

### **More information and updates will follow**

As the situation continues to evolve, we will share regular updates and provide additional information to answer the most frequently asked questions about the impact of COVID-19 on the products and services we provide.

#### **Alec Blundell**

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