



## COVID-19 – Important Information

As we continue to monitor developments and consider NFP's response and contingency plans in the context of the coronavirus developments, our priority is the safety of our employees and ensuring our ability to continue to serve our client's needs.

NFP's Critical Response Group is composed of leaders and subject matter experts across our business lines. This group is meeting daily to assess the impact across our businesses and in our communities, advise executive management and develop and deploy action plans.

In terms of prevention, we are reiterating the importance of following recommended [best practices of Health Canada](#) for health and hygiene. We have also instituted a travel policy limiting both international and domestic business air travel across our company.

To continue serving you under various scenarios, including where travel is limited or employees are advised to work remotely, our team has remote and secure access to essential resources (documents, software etc.) and tele and videoconferencing platforms.

We have a company-wide contingency plan in place and are working with our partners to ensure that we advance best practices under multiple scenarios. This is a rapidly evolving situation and we will, of course, continue to communicate with you on developments as applicable.

In the near term, we encourage you to focus on the health and safety of your employees and colleagues, proactively communicating pertinent information on prevention, health resources and the impact on your organization.

We remain available to field questions, offer insight and identify ways to operate effectively in this dynamic environment. On behalf of the entire NFP community, thank you for your trust and confidence in us as we work together to address this situation. Please reach out to your NFP contact with questions and comments.

A handwritten signature in black ink, appearing to read "Doug Hammond".

**Doug Hammond**  
Chairman and Chief Executive Officer

*This information has been provided as an informational resource for NFP clients and business partners. It is intended to provide general guidance, and is not intended to address specific risk scenarios. Regarding insurance coverage questions, each specific policy must be reviewed in its entirety to determine the extent, if any, of coverage available for the impact of the Coronavirus. If you have questions, please reach out to your NFP contact.*