

BRIEFING NOTE

Prepared for: CRHC Board of Directors

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Date: March 19, 2020

For: Information

Subject: Associated risks to Capital Regional Housing regarding COVID-19

Issue:

Capital Regional Housing Corporation (CRHC) COVID-19 Risk Assessment.

Background:

The public health risk association with COVID-19, or Coronavirus has been classified as an official pandemic by the World Health Organization. Pandemics like the Coronavirus do not represent a traditional business risk to CRHC, but regardless of this, CRHC will likely feel the impact of COVID-19 both directly and indirectly. In addition, just as the Public Health Agency of Canada is responsible for mitigating the risk to Canadian individuals and healthcare providers, CRHC plays an important role in protecting its employees' health and safety and ensuring preparedness through programs like the business continuity plan which is in place.

CRHC is prepared for risks that relate to its physical or digital assets (buildings, equipment or machinery, systems, websites, data etc.). However, in the case of COVID-19, while these assets remain intact and available, it's the employees, suppliers, and customers who are more likely to be affected, and in turn, affect CRHC's business.

All businesses are impacted by the COVID-19 virus, but rental-housing providers, like CRHC, play a unique and critical role in the battle to mitigate the spread of this highly communicable disease.

As several Canadian provinces declare a state of emergency and the Federal Government imposes new and extreme measures to contain the virus, CRHC is facing unknown futures with tenants and frontline staff not only at risk, but potentially headed for quarantine as the virus continues to spread.

In the face of this unprecedented health crisis, CRHC is coping with the current best practices for keeping people safe. According to multiple industry sources, much of it comes down to preparedness, communication and engaging in hyper-vigilant cleaning practices.

At CRHC, we care deeply about our employees, our communities and our residents, and take the COVID-19 situation very seriously. Right now, our focus is on ensuring everyone has the information, resources and support they need to stay healthy and safe. At this point we are fortunate in that there has not yet been a confirmed case of COVID-19 in any of our buildings, but in the event that this happens we are confident in our level of preparedness.

In addition to bolstering CRHC's cleaning protocols, CRHC has enacted several measures to limit exposure, including the distribution of health tips via posters, the temporary closure of the customer service department to the public, and deferring all non-essential maintenance across all of its properties.

From the onset of the outbreak, CRHC has striven to be proactive and flexible with its response to the pandemic. However, with circumstances changing on a day-to-day basis, CRHC is committed to closely monitor the situation and putting protocols in place that align to the best practices recommended by Canadian health authorities.

An assessment has been completed that identified the following;

- identify contingency plans for the unexpected
- develop a communications strategy for employees, customers, contractors and suppliers
- protect the health of staff
- staffing arrangements, such as telecommuting, succession planning and cross-training
- consider financial implications, such as cash flow, cost increases and insurance
- core services, and what is needed to maintain all business functions and the supply chain

Please see the CRH COVID-19 Risk Assessment attached for the risks that have been identified, and the mitigating controls that CRHC has put into place to reduce the risk to an acceptable level.