



COVID-19 RESPONSE – MARCH 16, 2020

We are all feeling the impact of the COVID-19 outbreak, on a personal and professional level. At Origin Merchant Partners, we are monitoring the rapidly changing developments, and have implemented measures to prioritize the health of our team and our clients. We have also ensured that protocols are in place to support full business continuity and meet our clients' needs throughout this period. We will continue to monitor developments, and follow best practices as recommended by public health authorities.

Client Services:

Our office remains open for business at this time, however, we are encouraging employees to work from home when they can. Our IT infrastructure, audio and video conferencing capability provides full support for employees to work remotely, and for seamless business continuity and client services in the event that a temporary office closure is required.

Our Workplace:

Origin team members who are feeling unwell or believe they may have been exposed to the virus are to stay at home;

Hand washing and social distancing, both in and out of the office, are being strongly encouraged;

Team members that have returned from out-of-country travel are required to work from home for a period of two weeks;

Business travel has been limited to essential travel only and in the case of personal travel, team members must provide information about destination prior to booking;

In-person meetings are being replaced by conference calls, whenever possible;

We have placed a short-term moratorium on hosting meetings with out-of-country clients at our offices;

Enhanced cleaning of the office premises and equipment has been instituted.

Sources of accurate information:

Following are links to the relevant health agencies providing current information on Covid-19:

Federal Department of Public Health <https://www.canada.ca/en/public-health.html>

Public Health Ontario <https://www.publichealthontario.ca>

Toronto Public Health <https://www.toronto.ca/community-people/health-wellness-care/>