



Northwood Family Office  
130 King Street West  
Suite 2250, PO Box 245  
Toronto, ON M5X 1C8

March 12, 2020

As concern continues to rise about the spread of the coronavirus (COVID-19), I wanted to personally let you know that Northwood Family Office has been closely monitoring this situation. Our goal is to continue to maintain high service levels and minimize disruption. Saying that, the safety and health of our clients and staff are of utmost importance to us. While no one at Northwood is showing any symptoms of Covid-19, we have evaluated the evolving situation, and have decided to take the following measures to ensure the security and productivity of our clients and employees:

- Out of an abundance of caution, effective tomorrow morning (Friday March 13), we will initiate our business continuity plan and all our staff will be working remotely. Our business continuity plan is tested on an annual basis and was recently tested last month. We are fully functional to work offsite and our team will continue to provide uninterrupted service to our clients.
- Given that, all client and third-party meetings will be conducted by either phone or video conference until further notice.
- We have taken precautions and communicated with our employees to inform them of the actions they can take to protect themselves, and others.
- We have restricted employee travel to impacted regions and we are following advisories from government authorities.

We will continue to monitor the situation, take all necessary precautions and update you as circumstances change.

We are all facing this challenging situation together. Please stay safe and well.

If you have any questions, please do not hesitate to contact me. You can also reach out to your Northwood client contact as usual.

Sincerely,

Tom McCullough  
Chairman & CEO  
Northwood Family Office

**Northwood Family Office**  
130 King Street West, P.O. Box 245, Suite 2250, Toronto, Ontario M5X 1C8  
T: 416.502.1245 F: 416.502.6279 [www.northwoodfamilyoffice.com](http://www.northwoodfamilyoffice.com)