



FINTRAC | CANAFE

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ENTERPRISE POLICY, RESEARCH AND
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WHO WE ARE

- Highly secure financial intelligence unit, and anti-money laundering and anti-terrorism financing regulatory agency
- Small, separate employer
- Primary tenant responsible for the safety and security of a number of public and private sector organizations
- Three regional offices to maintain and secure (Montréal, Toronto and Vancouver)



OUR RESPONSE TO THE PANDEMIC

Responded early and decisively to the growing pandemic

- Began assessing the pandemic and asking planners to review BCPs and pandemic annexes in December
- Stood up our Business Continuity Planning Committee in mid-January
- Began communicating regularly with staff in the third week of January
- Cancelled all travel and in-person public engagement activities to protect our public-facing employees in early March
- Created new *ad hoc* intelligence teams and rotations for physically going into the office to deliver on the Centre's core mandate
- Took an early decision on remote work to allow staff to plan and prepare
- Established a number of measures to ensure the safety and security of the workplace and accelerate plans to expand remote work bandwidth by a factor of six

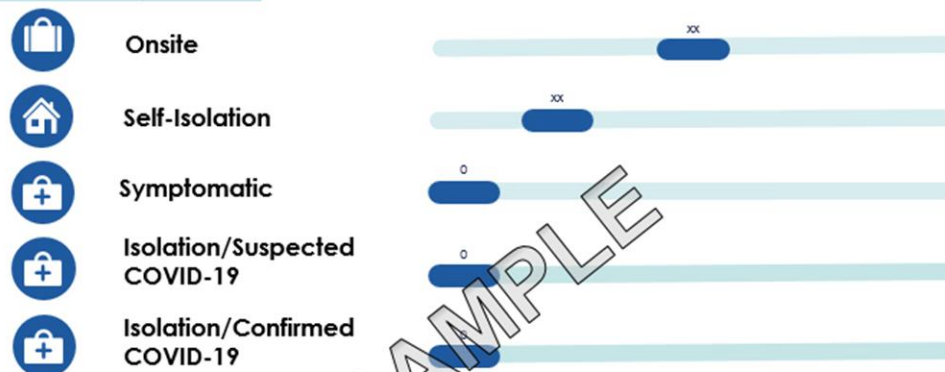
KEY INITIATIVES

A number of key initiatives were developed and undertaken to ensure we could deliver on our core mandate while protecting the safety and security of staff

- Security
- Accommodations - Procurement
- IM-IT
- People and Culture (OHS and HR)
- Business Planning
- Communications
- Business Leads
- Regional Leads

Centre Health & Capacity Status in Relation to COVID- 19

June 10, 2020



Sector Overview - June 10

Sector	Self-Isolation	Symptomatic	Isolation-Suspected Case	Isolation-Confirmed Case	BCP/Critical Functions at Risk ¹
EPRP	0	-	-	-	0
COMPLIANCE	xx	-	-	-	0
INTEL	xx	-	-	-	0
P&C	xx	-	-	-	0
IM/IT	xx	-	-	-	0
EXEC	0	-	-	-	0
FINTRAC	xx	-	-	-	0

This week, the Centre no confirmed or symptomatic COVID-19 cases.

Of our xx² employees, there are xx employees in self-isolation (vulnerable individuals according to PHAC criteria).

To date, we have only had x confirmed case.



Financial Transactions and Reports Analysis Centre of Canada

Centre d'analyse des opérations et déclarations financières du Canada

Note:

¹If physical presence is required.

² Number includes some students

Canada

FORMAL GOVERNANCE

Business Continuity
Planning Committee
became the Pandemic
Committee in March

Business Resumption
Committee was
stood up, as a
forward planning
cell, in April

Leveraged existing
BCP and Crisis
Management
governance structure
to manage the new
normal

Crisis Management Plan mobilized and
Crisis Management Team (EXCO+) stood up
March 16

RESOURCES FOR MANAGING THE PANDEMIC AND WORKPLACE RE-OCCUPANCY

Manager's Toolkit

Safe at Work
Playbook with
Personas

Contact Tracing Tool

Ad-hoc Access Tracking
Template

Resumption Workplan

COMMUNICATIONS, COMMUNICATIONS AND MORE COMMUNICATIONS

Early and often communications with staff has been an overriding priority

- 30+ all-staff messages from the deputy head and the Executive Committee
- Dedicated portal on internal website
- Virtual sector all-staff meetings with the deputy head
- Several virtual meetings with all executives and team leads
- Numerous all-staff messages from the OHS committee and the Ombudsman focused on mental health and well-being
- All staff newsletters from People & Culture
- Regular communications with regime partners, regulated businesses and building tenants
- Ongoing communications with, and disclosure of intelligence to, domestic law enforcement agencies and foreign intelligence units

FINTRAC COVID-19 PERSONAS - FUNCTIONS-BASED WORKPLACE PROTOCOLS

Security IT HELP DESK FINTracker Working Remotely **FINTracker ONSITE** REGIONAL COMPLIANCE OFFICER Visitor

PERSONA NAME JAMIE

ROLE(S) FINTRAC personnel working ONSITE – any sector and for functions that can only be performed onsite

Physical Space, Hygiene & Engineering Safeguards

- ✓ Signage throughout
- ✓ Re-designed cubicles where necessary (distance)
- ✓ FINTRAC will ensure adequate supplies of soap, hand sanitizer and disinfecting wipes
- ✓ Increased cleaning of all high-touch surfaces
- ✓ Plexiglass or other barriers will be installed in areas where there may be close contact among FINTRAC personnel

IMPORTANT NOTE: the protocols and guidance outlined in these PERSONAS is targeted and tailored to the functions/roles applicable to each PERSONA. PERSONA protocols and guidance are in addition to overall FINTRAC guidance and workplace protocols outlined in the FINTRAC Safe at Work Playbook. FINTRAC personnel must regularly consult the Playbook or contact FINTRAC's OHS team within P&C if they need further guidance on protocols or OHS advice.

GUIDANCE & PROTOCOLS

COVID-19 Self-Screening & Attestation

- FINTRAC encourages all personnel to regularly complete a self-assessment in relation to COVID-19
- Daily attestation required as per FINTRAC Safe at Work Playbook.

Physical Distancing

- Always keep two metres/six feet with colleagues and visitors as much as possible.

In-Person Meetings/Encounters

- in-person meetings should be the exception and only when absolutely necessary due to nature & classification of information being discussed
- must be held in a room/location large enough to ensure the 6 feet distance can be maintained
- wash or sanitize hands before and after the in-person encounter
- ensure that all aspects of the encounter are as "CONTACTLESS" as possible by:
 1. minimizing the exchange of articles or materials (ie. documents, pens, etc) during the meeting. Exchange via email is preferred option where feasible.
 2. not shaking hands
 3. cleaning surfaces (ie. hard surfaces) before and after each in-person client encounter

MY RESPONSIBILITIES

- ☐ Review and adhere to guidance & protocols outlined in FINTRAC Safe at Work Playbook.

Physical Distancing

- ☐ Keep two metres/six feet with colleagues on-site & sit in assigned space
- ☐ Wear a mask if concerned about ability to keep the necessary distance

Hygiene & High Contact Areas

- ☐ Wash hands regularly or use an alcohol-based (70%) hand sanitizer
- ☐ Avoid lingering in high contact areas such as elevators, hallways & other common areas
- ☐ ensure "contactless" service delivery and in-person encounters

Reporting & Contact Tracing

- ☐ immediately advise your manager and the P&C OHS Team if you are symptomatic or if you have a suspected and/or confirmed case of COVID-19.
- ☐ Document all areas frequented while on FINTRAC's premises and all individuals you had contact with by using FINTRAC's Contact Tracing Portal (FINTRANET)

KEY CONTACTS & RESOURCES

- FINTRAC Security: security@fintrac.gc.ca
- P&C OHS team: OHS.SST@fintrac-canada.gc.ca
- FINTRAC COVID-19 Information Portal: <http://fintranet/eng/article/coronavirus-information-portal>
- Self-Assessment link: <https://ca.thrive.health/covid19/en-Canada.ca/coronavirus>
- COVID-19 Information Line: 1-833-784-4357
- Please visit the Ottawa Public Health site to learn more about masks and their proper use and disposal.

GOING FORWARD

- Continue to deliver on our core intelligence and regulatory mandates
- Keep our staff safe and healthy
- Equip all of our employees to work remotely effectively
- Tackle some of the most negative consequences of the pandemic through timely decisions, changes to policies/procedures
- Focus on regular and direct communications
- Scale up capacity for core functions that cannot be fulfilled remotely

QUESTIONS

