Response of PAOs to COVID-19: a virtual discussion

April 9, 2020
All microphones will be muted while an individual is speaking.

Please limit your comments to 5-7 minutes.

Your questions can be submitted via a chat window.

You can “raise your hand” to signal that you have a comment.
## WHAT: A Focused Response

### Operations
- ✔ Working remotely
- ✔ Health and safety of the staff

### Member Services
- ✔ Identifying new members’ needs and responding to them
- ✔ Switch to online services for regular services (CPD, exams)

### Regulator Engagement
- ✔ Identifying needs and providing assistance
- ✔ Understanding government response, new policies, accessing aid
- ✔ Representing interests of the profession in developing long-term policies

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To remain financially sustainable and relevant
HOW: What experiences can you share in each of the areas?

- What strategies have you developed?
- What challenges have you experienced and how you addressed them?
- What are the areas where you require support?
Operations

✓ Working remotely
✓ Health and safety of the staff

• Have you fully switched to working remotely?
• Are you effectively communicating with staff and volunteers?
• Have you experienced any challenges? How are you addressing them?
• Do you have plans to switch to online CPD and exams?
• Are you offering new services?
• What challenges have you experienced? How have you addressed them?
• What are the areas where you require support?

Member Services

- Identifying new members’ needs and responding to them
- Switch to online services for regular services
Regulator Engagement

- Identifying needs and providing assistance
- Understanding government response, new policies, accessing aid
- Representing interests of the profession in developing long-term policies

- Have you engaged with your regulators to offer assistance/resources?
- What challenges have you experienced? How you addressed them?
Wrap-up and Next Steps

• Stay safe and healthy!
• Stay in touch with us and each other
• Share your learnings with the global profession
  o IFAC COVID-19 web page
• Help us identify areas where support is needed to inform further topics for discussion
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