



International
Federation
of Accountants®

Response of PAOs to COVID-19: a virtual discussion

April 9, 2020

Overview

Welcome

IFAC's response to COVID-19

Roundtable discussion: Experience from the Western Balkans Plus region

Wrap-up & Next steps

Participation in the discussion: ZOOM



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

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?

Member Services

Regulator Engagement

Operations

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
 - [IFAC COVID-19 web page](#)
- Help us identify areas where support is needed to inform further topics for discussion



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