



We are all about community at FirstService Residential.

As the leading residential property management company in North America, our business is building and managing happy, healthy, expertly run communities.

And so, the spread of coronavirus (COVID-19) is something we take very seriously.

We know it is creating concern, uncertainty and anxiety for everyone. It has impacted nearly every aspect of our lives and is changing every day.

But we have been through challenging times before. And, especially during those times, our core values inform the decisions we make and our unwavering commitment to our associates, clients, communities, and partners remains true. Please know that:

- Our entire leadership team is working diligently to address the needs of our communities, adapting our protocols and processes and monitoring the latest guidance from city, state and national health authorities and governments.
- As we adjust our policies to care for them, our associates have been asked to put “care for each other” at the top of their lists. This includes the ability to donate unused PTO time to colleagues who may have to deal directly with cases of coronavirus among their loved ones.
- To support our communities, we are leveraging all of our resources - our significant scale, established workforce, operational expertise, proprietary technology, collective buying power, and 24/7 Customer Care Center – to deliver peace of mind to boards, owners and residents in this difficult period.

We believe a knowledgeable, accurate and measured response is most critical at this time. For the community at large, it is important that we all heed the CDC’s guidance for social distancing. Together, we can change the trajectory of this disease and protect the more vulnerable among us. We also ask that support be provided to the frontline workforce, first responders, healthcare workers and teachers as they work every day to keep our systems intact.

This pandemic has brought new meaning to our mission to deliver exceptional service and solutions. It remains more important than ever. We have seen our teams rally around this mission and, for that, I am deeply grateful.

Thank you. And be well!

CHUCK FALLON | CEO