

T+1 Communications & Education Working Group List of Issues (at January 1, 2023)

#	Issue/Risk	Action Needed	Status/Comments
1.	Key stakeholder engagement: The Canadian co-ordinating team is small and part-time yet must keep pace with the considerably larger U.S. team; resource limits in Canada may impede progress.	<ol style="list-style-type: none"> 1. Solicit involvement of key stakeholder associations/ organizations that can connect with all parts of the industry as communications channel 2. Update contact database 3. Seek advice from/share information with stakeholder associations to develop communications strategy 4. Document main benefits/challenges for each industry segment/their clients 5. Co-ordinate presentations to industry parties 	<p style="color: red;">Complete (Ongoing)</p> <p style="color: red;">Complete (Ongoing)</p> <p style="color: red;">Complete (Ongoing)</p> <p style="color: red;">Complete (Ongoing)</p> <p>Awaiting OWG progress</p> <p style="color: red;">Complete (Ongoing)</p>
2.	CCMA website/LinkedIn: The CCMA website must be the recognized dissemination point of clear, consistent, reliable T+1 information multiple as conflicting sources cause confusion, cost and risk.	<ol style="list-style-type: none"> 1. Update website for the T+1 program (English) 2. Update website for the T+1 program (French) 3. Plan and make weekly LinkedIn postings 	<p style="color: red;">Complete</p> <p>Underway</p> <p style="color: red;">Complete (Ongoing)</p>
3.	Industry image/reputation: Capital markets are highly competitive and sensitive to real and perceived variations between markets; CCMA must deliver credible messages regarding Canada's preparations and preparedness for T+1	<ol style="list-style-type: none"> 1. Complete communications plan and schedule 2. Prepare key messages, standby statements/Qs&As to be ready for questions 3. Identify key data to support messaging 4. Prepare approach for developing and releasing quick responses if needed 5. Be prepared with key spokesperson(s) 	<p style="color: red;">Complete</p> <p>Underway</p> <p>Partly done</p> <p style="color: red;">Complete</p> <p style="color: red;">Complete</p>
4.	Stakeholder T+1 awareness: Because of the breadth of firms T+1 affects, and the technical nature of T+1, there is a risk that T+1 will not be given the necessary firm priority until too late, affecting institutional and retail clients and negatively impacting Canadian markets.	<ol style="list-style-type: none"> 1. Effective segment awareness-building approaches: events, webinars; FAQs; newsletters; media; surveys 2. Tools re how different industry segments will be affected 3. Expanded contact database 4. Easy-to-understand and use <ol style="list-style-type: none"> a. list of affected products b. issue logs c. timeline d. webinar/podcasts 5. Self-serve presentation with T+1 info 6. T+1 impact, if any, on institutional and retail clients 7. Work with regulators on supportive communications 8. Surveys re awareness and readiness <ul style="list-style-type: none"> • Awareness – 2022 • Preparations – 2023 • Readiness – 2024 	<p>Underway</p> <p>Underway</p> <p style="color: red;">Complete (Ongoing)</p> <p style="color: red;">Complete (Ongoing)</p> <p style="color: red;">Complete (Ongoing)</p> <p>In discussion</p> <p>Underway</p> <p>Initial discussions held</p> <p>IROC Notice to officers</p> <p style="color: red;">First of three complete</p>
5.	Co-ordination with the U.S.: In light of the common T+1 deadline, Canada and the U.S. must both be ready at the same time, meaning not just systems/operations must be in sync, but also communications should be consistent.	Work with U.S. counterparts to co-ordinate communications where necessary or desirable	<p>Ongoing – CCMA develops material when the U.S. project team is expected to release material (e.g., T+1 project announcement, T+1 Playbook)</p>