



# Business continuity process: Pandemic planning

March 2020

## What is a pandemic event?

A pandemic event is an epidemic of an infectious disease that spreads through human populations across a large region. In the last 20 years there have been several such events that called for corporate preparedness including Swine Flu, Bird Flu, SARS, and MERS. In each case, including preparing for Coronavirus (COVID-19), we have researched and revised our pandemic preparations based on authoritative government and medical sources.

## Our philosophy

Paramount at Buck is our commitment to treat all people with respect, dignity, and fairness and to maintain a safe and healthy work environment that promotes engagement, openness, and transparency. We take business continuity and operational integrity for our clients equally as seriously. We measure the risk impact of any incident (including pandemic events, natural disasters, and other disruptions) based on customer impact or service delivery disruption.

All Buck locations and lines of business have up-to-date business continuity plans to address potential business disruptions. We use an automated on-line system to centrally manage all plans and have dedicated and trained corporate resources who oversee the process. Business Continuity and Disaster Recovery Plans are tested annually, and results are reviewed and documented by Buck's Risk and Security Group.

## Our preparedness

Buck recognizes that local pandemic situations may impact the delivery of some of our services in some areas. However, most of our colleagues are equipped to operate remotely in case of need, and a significant portion of our work force works remotely. We provide access to our internal network worldwide using two factor security authentication, virtual private networking and advanced telephonic and video conferencing technology. Our offices are geographically dispersed across three continents and more than 25 cities. No more than 11% of our employees work in any one office, with the majority of our offices being much smaller.

Our data centers have been set up to be geographically separated, and no two sites are subject to the same types of likely risk events, including transportation disruptions, natural disasters and utility shortages. Each primary data center has a backup site which is equipped to take over in case of unavailability for any reason.

In areas where work cannot be done remotely, we have taken other measures, planning to shift resources to other locations if needed. We continue to monitor the global situation closely and are prepared to take the necessary precautions to protect our employees as well as ensure the business continuity of our operations where Buck is materially impacted.

## What internal measures is Buck taking to prevent the spread of COVID-19?

Buck is taking several steps, including:

- Reviewing and revising our corporate Pandemic Response Plan based on existing conditions.
- Requiring approval by Senior Leadership for all in-country business travel. All international business travel is on hold until further notice from Senior Leadership.
- Additionally, employees are required to report to HR if they have visited any restricted countries within the last 14 days. (This list varies by country, so colleagues are instructed to check their countries' government health agency site. For the U.S., this information is on the [U.S. Centers for Disease Control site](#). For Canada, this information can be found at on the [Health Canada site](#).)
- Encouraging all our employees to take the appropriate precautions to limit the spread of the virus, including but not limited to: washing hands frequently; covering mouth/nose when sneezing, keeping greater distance between employees and staying home if suffering from flu-like symptoms.
- Enacting heightened office cleaning procedures.
- Prominently posting materials in every office with information about what employees should do in the event of a pandemic event.
- Encouraging our employees to keep aware of their local and regional guidelines regarding COVID-19.
- Ensuring a no-repercussion approach to individuals who would prefer not to travel during this time.
- Limiting or cancelling large gatherings.
- Conducting regular management meetings to track absences due to illness/self-isolation, and to monitor the overall situation to ensure continued awareness as the virus progresses.
- Putting enhanced emphasis on cross training and documentation where we have key/critical personnel covering specific/key/critical processes.
- Implemented protocols for working from home (and testing them).
- Requiring a two-week quarantine from Buck offices for individuals who self-report that they may have been exposed or who are manifesting the symptoms of COVID-19. For those who have been sick, the two-week quarantine commences on the last day the individual last exhibited symptoms.

