

## ESB' RESPONSE TO COVID-19 (CORONAVIRUS)

ESB continues to stay up to date with the latest Covid\_19 developments and is following the guidelines provided by the World Health Organization (WHO). During this time, the health and wellbeing of our staff, their families and clients is our priority.

We wanted to take a moment to let you know what we are doing in response to this public health emergency and how we will continue to deliver the level of high-quality service that our clients have come to expect from us.

To safeguard the wellbeing of all of our stakeholders we have taken the following measures:

### BUSINESS CONTINUITY PLAN (BCP)

Our Crisis Management and BCP teams ensure that ESB has a robust and regularly tested BCP in place. Our operational teams across the globe are able to work flexibly and remotely and with policies and procedures in place to maintain rigorous health and safety standards. We are confident at this time that our usual high-quality, client service standards will not be impacted and service will continue uninterrupted.

### TECHNOLOGY

We have the technological and operational infrastructure for our organization to work virtually, should the need arise. All employees have remote access to the data, applications and technology that they need to perform the daily functions of their roles.

### TRAVEL RESTRICTIONS

We continue to work closely with our colleagues around the world to stay coordinated and to ensure the sharing of information, particularly given the fluidity of the situation. We have ceased all domestic and international business travel and have asked employees to leverage technology, such as videoconferencing, to conduct business as usual.

### PROACTIVE SELF-QUARANTINE

We have asked employees to monitor and report any possible exposure to or interaction with potential or reported cases of people with Covid-19 and we have put in place policies to ensure that we minimize the risk to others, based on recommended criteria.

ESB continues to evaluate the situation daily and follows the latest advice from local public health authorities and the WHO, in order to support the ongoing preparation and prevention efforts to maintain the safety of our employees and visitors to our global office locations. If you are unsure, please refer to the guidance and resources offered by the WHO or by your local authority.