

# Pandemic Mitigation Strategy

January 2020

## Pandemic Strategy Overview

Pandemic situations are an obvious threat that has garnered attention and support from the highest levels of our organization. Our plans are based on an all hazard approach with incident response procedures and protocols that can be applied to any infectious disease situation. Below is a summary of actions that are taken by Aon's business leaders across every location around the world, to prevent a widespread loss of service to our clients.

Business Continuity Plans are required for each Business Unit operating at a location and are written to facilitate recovery for any type of incident based on losses of people, systems and facilities. These plans consider the responsibilities we have to our clients and the service levels we agree to sustain. Our program, starts with a Risk Assessment and Business Impact Assessment as recognized and prescribed by the experts and practitioners in the Business Continuity Industry.

Aon's Global Emergency Operation Center provides immediate and proactive support 24/7/365, to colleagues and businesses by proactively monitoring global activity to reduce the chance of incidents impacting the safety of colleagues and the continuation of business operations. As a result, we have a robust system of monitoring and assessing exposures to risk to our operations and accordingly, our plans are written to provide a guide for recovery that our business leaders use.

Response to a Pandemic event will be supported by members of Aon's Global Security Services group.

## Strategy Summary:

- Every Business Continuity Plan Owner is required to review mission critical activities and ensure there are no "key" person dependencies. In cases where dependencies exist, an alternate is to be identified and appropriately briefed
- Confirm personnel currently delivers mission critical activities. Identify and document named alternates who can be deployed from other locations or other less critical activities
- Confirm key local suppliers and review service level agreements with respect to their arrangements for a Pandemic event
- Identify and document suitable alternates to the key suppliers
- Identify and document those personnel who could potentially deliver all or part of their role virtually
- Validate any virtual transfer of work solutions in the face of widespread outages
- Undertake a review and update of employee contact information
- Undertake a review of key client contact information



## Contact Information

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## About Aon

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