



USI INSURANCE SERVICES EMERGENCY PREPAREDNESS

Summary for Clients, Carriers and Vendors

MARCH 2020

BUSINESS CONTINUITY PLAN

USI has a documented business continuity plan, which is designed to encompass public health emergency scenarios. In response to the ongoing Coronavirus (COVID-19) outbreak, the implementation of this plan has commenced.

Key actions include:

1. USI has issued international and domestic restrictions on non-essential business travel for all employees.
2. Employees who have visited infected locations, or been in contact with infected individuals, are required to work from home for two weeks.
3. USI is closely monitoring specific recommendations and alerts from public and private organizations on the spread of COVID-19 to determine the need for office closures or remote work arrangements for employees based on local developments.

REMOTE ACCESS CAPABILITIES

If we must close an office, or if an employee is required to work from home due to a company or employee-initiated quarantine, USI maintains remote access capabilities to ensure core business functions are supported. These systems and processes are utilized regularly, and we can scale these solutions to support additional capacity as needed. With over 7,000 staff members located across approximately 200 offices in the U.S., USI can direct staff and offices in other parts of the country to support impacted offices where we may incur absenteeism. Where needed, U.S. Postal mail will be rerouted to unaffected areas and/or scanned and routed to the proper personnel for processing remotely.

MORE INFORMATION

Please visit USI's [online resource page](#) for the latest COVID-19 information and guidance from USI. Key resources include a COVID-19 FAQ Guide, COVID-19 Preparedness and Risk Mitigation Resource Guide, USI's Pandemic Checklist, along with other timely information on preparedness, business continuity, and risk mitigation for organizations.