



Lockton's Business Continuity Plan

As communicated to our U.S. clients through emails, newsletters, website guidance and our [webcast on March 5](#), Lockton is closely monitoring the dynamic COVID-19 pandemic to advise clients on the latest developments, provide answers to your questions and identify reliable resources to obtain up-to-the-minute information.

In our continued commitment to provide best-in-class service for our clients and business partners, Lockton would like to share specific measures we are undertaking to continue operations supporting your business in an uninterrupted manner.

Lockton is augmenting existing business continuity protocols with dedicated internal resources to timely assess and nimbly recalibrate operations as necessary considering the continually evolving situation. Our highest priority is the health of our Associates which will, in turn, enable us to continue providing our clients with the service they need to support their own business operations. Our internal response team is supported by a dedicated Coronavirus Advisory Practice, which has been tasked with providing guidance and leadership to enable our business to make swift decisions supporting this goal.

To that end, we have:

- Issued temporary business travel and internal meeting restrictions
- Provided specific guidance to our Associates on the use of public/mass transit
- Disseminated resources and materials promoting good hygiene across our U.S. office locations
- Strengthened our IT network infrastructure resources to enable remote working capability for our entire U.S. Associate population, if necessary

We have also implemented an internal communication structure to quickly respond to suspected cases of contact with, or contraction of, the coronavirus involving our Associate population.

We value the trust you have placed in our business and look forward to supporting you in the fashion you have grown accustomed to. Please do not hesitate to reach out to your client account team member with questions, and be sure to periodically review [Lockton's Coronavirus Advisory Practice Page](#) for the latest updates.