

The safety and health of our employees, customers, business partners and the members we serve is our top priority. That's why Regence has a current and fully tested enterprise-wide Business Continuity Program (BCP) that encompasses emergency response, crisis management, business continuity, disaster recovery and incident management plans.

The BCP conforms to accepted insurance, regulatory and ethical practices. It contains procedures for the protection of employees and assets, the continuation of time-sensitive business operations, and resumption of other operations and functions in the event of disruption.

The Regence disaster management team was activated in January in response to the emerging COVID-19 crisis. The team confirmed our operational readiness in the event of a large-scale COVID-19 outbreak, and today we continue to provide uninterrupted service to everyone who depends on us.

Here are steps we've taken to ensure we continue to be here for you.

#### Site safety

- Moved 99% of our employees to work from home with secure access to a technical infrastructure that allows us to continue uninterrupted service.
- Deployed antiviral cleaning protocols and hand sanitizer in all office locations for those few employees who need to be onsite.
- Suspended international and domestic travel.
- Minimized all non-critical, in-person meetings.
- Prepared our janitorial teams to respond quickly if a workspace needs disinfecting.
- Provided managers with specific guidance on helping employees get safely through this event.

#### How we keep contract employees and suppliers informed

- Our Board of Directors and Executive Leadership team are engaged and managing our company's response directly.
- All company, divisional and team meetings are scheduled regularly to ensure a consistent channel of employee communication.
- Our division managers are communicating ongoing company information directly to their teams.

#### General business continuity readiness

- Initiated daily disaster-management stand-up meetings for monitoring and management. Many divisions and workgroups have also instituted daily stand-up meetings.
- Updated and initiated contingency plans in all divisions to ensure uninterrupted service to customers and members.
- Worked closely with vendor and provider partners to ensure their contingency plans are in place.

#### What our suppliers can do to help us

- Keep us apprised of any important updates that your disaster-management activities uncover that we should know about.
- Encourage your staff to meet with us virtually.

If you have any questions about how we're responding to this event, please reach out to your Regence contact.

