

# Aviva Readiness for Coronavirus

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13<sup>th</sup> March 2020

## Prevention

- Communication to staff is key – we have a comms team meeting every day to review the NHS guidelines around preventing spread of germs/ virus (catch it, kill it, bin it).
- Regular communication has raised awareness of need for increased hygiene, and made clear policy to follow for anyone feeling unwell.
- We have increased our supply and availability of hand sanitisation points, tissue points, desk sanitisation across our estate.
- We have now restricted all business travel internationally and within UK sites.
- We have a dedicated team managing the situation, and they are working with all business lines to ensure all of the above is proportionate as the situation changes.

## In the event of a confirmed infection at an Aviva site

- We have full Business Continuity plans for all sites and functions.
- Our business in the UK is spread across different locations.
- We have alternate locations we can invoke if needed.
- We are able to use home working as appropriate to ensure customer demand is met.
- We would work with the business and the regulatory bodies to define prioritisation of service - where appropriate.

## In the event Aviva has a suspected individual infection

- We have robust processes in place to be able to identify risk based on travel and exposure, robust incident reporting and decision making to minimise risk to colleagues and the business, implementing work-from-home solutions as appropriate. This is all supported by group wide communication and advice/guidance to ensure consistency across our global operations.
- Staff members would be instructed to self-isolate and report to NHS for investigation / screening.
- A sanitisation of the area would be carried out as well as a deep clean.

## In the event Aviva has a confirmed individual infection

- Our Business Continuity response plans would kick in as it is likely that the Public Health authority would close the site for circa 48 hours for adequate sanitisation using specialist cleaners.
- We would review the individual's movements to understand who they may have been in contact with so that we could act appropriately – this could include self-isolation/ testing for anybody who may have been in contact with the individual.

## What is Aviva doing to assess the effectiveness of your current planning and your risk management

- A pandemic plan framework is in place if needed, along with a full service and location review. We have a mature and effective approach to crisis management with dedicated crisis teams in place to make tactical and strategic decisions as required. We have a dedicated team monitoring and assessing the global situation and providing daily updates to our executives and senior leaders. This is being led at Group level by one of our Directors who carries the full support of our executive committee.