



# COVID-19

## OUR SERVICE CONTINUITY UPDATE NO. 1

Clients and Friends,

I felt it was appropriate to share some of the measures we have taken in Irish Life Investment Managers (ILIM) to reduce risks while maintaining our service levels to you, specifically focused on the most critical day-to-day services and operations of our business.

The safety of people – clients, customers, employees and suppliers – is always our no. 1 priority.

## CONTINUITY OF CLIENT SERVICE

- ILIM conducted a successful “remote working” test on Wednesday 4<sup>th</sup> and Thursday 5<sup>th</sup> of March. This involved 50% of the staff working from home each day and executing their daily tasks. We encountered no significant issues through this test and are confident in our ability to maintain our service to you.
- Irish Life Group conducted a successful companywide remote working test this morning, March 12th.

## BUSINESS CONTINUITY PREPAREDNESS

- Our Business Continuity Plan (BCP) is robust and we have a team specifically monitoring this on a daily basis to ensure all staff are fully aware of the requirements, should we see any further escalation in COVID-19 concerns
- There is an Incident Management Team in place consisting of senior executives across the group that are responsible for the overall corporate response to the evolving situation.
- Our cross-functional BCP group has been meeting daily over the last two weeks to closely monitor developments, co-ordinate preparation planning/activities, liaise with support functions, and escalate issues as required. Proactive actions taken to date include employee awareness campaigns, expansion of video conferencing facilities and deep cleaning of all premises

## PROTECTING OUR PEOPLE

- We have restricted all international business travel and employees were required to consult with their manager with any requests to travel over recent weeks. This has been further extended to all external activities.
- Any ILIM employees who have travelled to regions that are most affected by the virus or that might come into contact with people who have travelled to those regions are required to work from home for 14 days prior to returning to our offices. We are treating the well-being of our staff and our clients as a key priority and want to ensure we do not contribute to the risk that the virus spreads further

Given the variable nature of the situation, we will continue to use webinars, video-conferencing and other technologies to ensure we maintain contact with you, attend all meetings and also provide timely information to inform you and your colleagues.

Our commitment is to put our staff, our clients and all our families' well-being first. We hope this risk subsides soon, that things get back to normal in the near future and we want to express our support to those affected and the front line medical personnel working hard to contain the virus.

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# Irish Life

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