

## HSB BI&I Preparedness Strategy for COVID-19 As of March 17, 2020

HSB BI&I is closely monitoring the spread of COVID-19 and is focused on the health and safety of our employees and our ability to provide uninterrupted support and service to our valued customers.

In alignment with the World Health Organization (WHO), the Public Health Agency of Canada, Provincial and Local health officials, we have activated our Emergency Management Group as outlined in HSB BI&I's Business Continuity Plan and have taken the following prevention measures.

### Customer Service

HSB BI&I's ability to serve our customer's needs is a top priority.

We are taking the following measures to ensure a continuity of service:

- We have a Business Continuity Plan that identifies "essential" employees who enable us to conduct critical business, such as jurisdictional inspections, adjusting claims, and responding to customer requests.
- We are providing prevention information from Canadian health officials to our inspectors. If a customer requests that a claim or engineering inspection not be performed due to the outbreak, we will honour this request and make clear any impact to service.
- Our Customer Service, Inspection, Claims, and Underwriting teams are based in multiple locations throughout Canada. This helps ensure business continuity for our clients without service disruption.
- We are available by phone and email for any requests or concerns: our Head Office switchboard is 416 363-5491, our Claims phone number is 1 844 216-7223 and email information is available on [HSB BI&I's website](#).

### Employee Safety

The health and safety of HSB BI&I's employees is a top priority. We are taking the following measures:

- Preventative measures: All our Canadian offices have work from home options until further notice; sharing hygiene measures recommended by public health authorities, and mandatory reporting of COVID-19 diagnosis.
- Self-quarantine: Advised employees to stay home and not visit a customer if they are not feeling well or beginning to exhibit flu-like symptoms; if they have been in contact with someone who has been diagnosed with COVID-19, they will report symptoms / contacts to management.
- Restricted gatherings: Limit HSB BI&I's internal meetings using virtual options to avoid travel; HSB BI&I employees are not attending externally hosted conferences.