

UK Retirement & Investment business

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Aon's response to COVID-19

How we will continue to provide our services to you

Over the past few weeks, we have been closely monitoring the developments of COVID-19, the illness caused by the new coronavirus. Unfortunately the impact of the virus continues to grow in the UK. **Since the start of March, we have been encouraging our colleagues to consider the changes they can make to their daily routines to help contain the spread of the virus** across the UK; and in doing so protect their health and the health of their families and ensure Aon's capability to serve clients continues.

Towards the start of March, we implemented various travel restrictions and reduced the amount of contact our colleagues had with others, including our clients. But early on Friday 13 March, before the UK government announced its stricter measures, **we asked all our UK based colleagues to start working from home where this was possible from Monday 16 March**. The aim was to significantly reduce the amount of close contact our colleagues have with other people. **To be clear, we will continue to have meetings with our clients, but these will now be carried out remotely** using WebEx or your digital meetings solutions (eg Skype, Zoom etc). This will enable us to stay in regular contact with you, have effective meetings and continue to provide our service to you.

On Monday 16 March (day 1) we had over 80% of our UK colleagues working from home; this figure increased further on during the week and by Friday 20 March we had over 98% of our colleagues working from home (and by Friday 27 March 100%). This move to home working was rapid, but controlled and smooth for our colleagues and therefore our clients, as at Aon we have invested heavily in our IT infrastructure and hardware to ensure our colleagues can work in an agile way. All Retirement & Investment colleagues have laptops and can work from home (and many do regularly) as well as in the office. We use working from home as our business continuity plan for nearly all colleagues and so this was already planned and tested. For many colleagues that have regularly been working from home over the past few years we have provided IT equipment including widescreen monitors to support this. We have also now provided funding to other colleagues (who aren't regular home workers) enabling them to buy additional hardware (such as large monitors) for their home working environment in anticipation of this being a prolonged set up, ensuring our colleagues stay healthy and our service to our clients is maintained.

In addition, **the bandwidth for our VPN that enables secure connections to the Aon network has been increased as has our WebEx capacity**, enabling us to connect and collaborate internally as well as to meet with you virtually through video calling and conference calling features and screen sharing capabilities. Although in some cases this will not be as effective as a face to face meeting, we have no reason to believe that the service we provide will be affected materially based on what we know today.

We also recognise that many of our colleagues will be constrained in the coming weeks/months by other responsibilities they have, eg carer responsibilities and we are being flexible with our

colleagues where we can. Whilst this flexibility should not impact on client service, it may mean there are times when our staff are working unusual hours as they juggle their commitments.

Overall, we are very pleased with the changes we've made. With 100% of our workforce now working from home, we continue to provide services to clients very effectively. In particular:

- Within our Consulting businesses our colleagues are providing services to you as normal.
- Within our Pensions Administration business our payroll function, the day to day administration teams and our Call Centre are fully operational.
- Within our Fiduciary Management business both processes and systems are working well with teams working from home and our portfolio managers have been executing rapid and effective trades during the recent market turmoil.

We will continue to monitor how the situation changes over time, and hope that you're your friends, family and broader communities stay safe and well in this most difficult of times for us all.

If you have any questions about Aon's robust and effective response to COVID-19 to date, then please do get in contact with your usual Aon contact.