

GeoBlue Business Continuity Plan in Response to COVID-19

Updated June 4, 2020

GeoBlue maintains a Business Continuity Plan (BCP) as part of an ongoing contingency planning effort. This BCP minimizes the risk and impact of unexpected disruptions on business operations and is a comprehensive response plan designed to ensure our employees will continue to be productive and effective in supporting our members and clients, including the ability of our staff to work from home.

In light of the growing threat posed by COVID-19, GeoBlue has reviewed its BCP and activated its internal Crisis Management Team which meets throughout the week to discuss the rapidly-changing developments. In the interest of protecting our workforce and ensuring our continued ability to service our members, GeoBlue closed our King of Prussia office to all non-essential personnel on Monday, March 16. As GeoBlue is considered a life-sustaining business, our office remains open to essential personnel only. We are closely monitoring all guidance and directives from the Pennsylvania Governors Office to determine when it will be safe to allow a portion of our workforce to return to the office. Additionally, we have been developing protocols to support the return of our workforce to the office in a phased and measured approach, based on business need, CDC and other governmental guidelines and our employees' health and safety concerns.

While we continue to monitor and comply with federal, state and local guidance and orders, we remain fully operational to support our clients and members. Below is a summary of the actions we are or have been taking in response to this pandemic:

Protecting Our Workforce

- We have restricted all business travel.
- We have asked associates to notify their managers if they or someone they are in close contact with has recently traveled to an area outside of the United States or a domestic area with a high number of reported COVID-19 cases.
- We have closed access to the office to all but essential personnel.
- For our essential staff who are working in our King of Prussia office, we have taken the following measures:
 - Limited the staff to the minimum needed to fulfill the required duties.
 - At least one member of the Executive Team is on-site with essential staff for additional support and guidance.
 - Essential staff are working in teams on a set schedule with no rotations to avoid contact with other teams and to ensure redundancy of staff, if needed.

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- Essential staff are spaced to limit the number working in the same area at the same time.
- All essential staff entering the building are required to wear masks. Masks are to be worn until employees arrive at their workstation and can be removed only if employees maintain social distancing of at least six feet.
- When employees leave their workstation to access other areas of the building, masks must be worn.
- 75% of the building has been cordoned off to limit exposure, if one should occur.
- We are communicating with essential staff daily to check on their wellbeing and health.
- We are regularly disinfecting all surfaces at our facilities, especially frequently used surfaces like door handles and elevator buttons. We have made disinfectant readily available to essential staff.
- We have instructed our cleaning crew to perform deep cleaning of all surfaces and have put in place a plan to perform a deep clean should our building be closed due to a confirmed case in the office.
- We have and will continue to reinforce the importance of preventive actions, such as washing and sanitizing hands frequently and practicing good respiratory etiquette (such as coughing or sneezing into a tissue or your elbow).
- We have and will continue to remind employees of their benefits that could be helpful at this time including availability of EAP and telemedicine services.

Ensuring Business Continuity

- We have determined triggers that will action different levels of our plan.
- Since the closure of our office on March 16th, except for a limited number of essential personnel, all of our business areas have been operating in a fully-remote environment with no significant disruptions in productivity or operations.
- We have been providing daily touchpoints and support to our teams to ensure they are connected and supported in a fully-remote environment as they would in the office.
- We have reviewed the BCP readiness plans for our key vendors and, as they comply with their local orders, we have been monitoring their remote work protocols to ensure continuity of services.

We continue to closely monitor the situation and remain fully operational to support our clients and members. As this situation continues to evolve, our Crisis Management Team is prepared to take additional measures based on our BCP and will update our key stakeholders as needed.