

## About bswift's Business Continuity Program

bswift is committed to providing the highest quality service to our clients in any situation and under any circumstance. bswift's Business Continuity Management (BCM) Program is in place to manage and mitigate business disruptions. The BCM Program is comprehensive in its scope and includes a wide range of scenarios including loss of systems, loss of building/workspace, staffing shortages, and loss of telework capabilities.

Because the COVID-19 situation has rapidly evolved, bswift has ensured plans are ready to execute in any scenario and has concentrated specifically on two scenarios: temporary loss of workspace or reduction of in-office workforce due to required quarantines or other conditions that might prevent employees from coming into the office. As a result, additional details are available about what bswift is planning and preparing for should either or both of these situations occur.

If bswift is unable to occupy some or all of its workspaces or if employees are unable to travel to the office, bswift will deploy some or all of the following strategies:

- 1. Relocation to other bswift, Aetna or CVS Health office space, as needed and available.** In many bswift locations, there are additional workspaces available in other CVS Health/Aetna/bswift locations. This would be an option if an individual building or space has been exposed to the virus but would not be an option if an entire geographic region is put on lockdown.
- 2. Contingent workforce workspace.** bswift has arrangements with contingent workforce providers who are engaged during seasonal busy times, and who provide contingent workers as well as workspace and hardware on an as needed basis. bswift can and will engage these vendors as needed.
- 3. Work from home (non-Service Center).** bswift's entire non-Service Center workforce has the capability to work remotely. Stress testing of networks has been completed to ensure the capacity of the VPN to handle this additional volume. CVS Health and bswift has activated this strategy and all non-essential workers are now working from home.
- 4. Work from home (Service Center).** bswift is in the process of procuring required hardware for Call Center Representatives (CSRs) to work remotely. CSRs will work from home using company-issued laptops that protect data the same way it does for Account Teams and the desktops in the Service Center. Only authorized, registered users can sign into the computer and they will use multi-factor authentication security to sign in via VPN. These machines do not allow local printing (printing can only be done through a printer on bswift's network in an office). USB or any external devices cannot be plugged in to the machine. bswift is currently running a pilot group of CSRs to identify any gaps in sending the full population of CSRs home, if necessary.
  - Work From Home (WFH) employees are required to take a number of steps to ensure that their work area is secure and protects bswift property and confidential information from inadvertent or unauthorized access or theft. Violation of these policies include the risk of termination. WFH employees also are required to allow visits by a manager for inspection of their work area. All WFH employees complete and sign a Privacy Practices Certification that includes policies related to their workspace and their behavior. This certification includes a requirement that their workspace is not accessible by others and that telephone conversations cannot be overheard. Supervisors will be able to conference with these employees in such a manner that will give them the ability to see their workspace.

- Every transaction and page view are tracked by the system. bswift monitors these audit trails which provides evidence of who looked at what employees should an incident occur. Again, policy and procedure will dictate that employees not view employee data they don't have a business reason to look at and outline termination risk should they violate those policies.
- bswift has not engaged our Work from Home strategy for CSRs yet, but fully anticipates that the time may come, either on an office by office basis or across the enterprise. We will keep you fully informed if and when this becomes necessary.

bswift is committed to serving you and your employees every day. If you have questions, please reach out to your client manager, who would be happy to discuss any questions you have.