

Client Announcement

Australia



Tim Jarman

If you have any questions about Crawford's Coronavirus response, please speak with a member of our team or email: marketing@crowco.com.au

GENERAL QUESTIONS

How does Crawford currently monitor any potential influenza pandemic impact?

Crawford & Company routinely monitors the status of the influenza pandemic impact as reported through the public health and government authorities such as the World Health Organization (WHO) and the Australian Government Department of Health

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

What actions has Crawford taken to limit exposure to its employees?

- Restricting travel to the countries and areas notably impacted by COVID-19.
- Suspended all non-essential travel until May 1, 2020.
- Enforcing a 14-day quarantine for any employee who travels in and out of the countries and areas on the restricted list, or has knowingly been in contact with anyone who has traveled in and out of these areas, before returning to our offices or visiting any client offices.

March 17, 2020

In response to the spread of the Coronavirus (COVID-19) around the globe, Crawford & Company is taking necessary precautions to ensure the safety of our employees and to maintain service to our clients. We take the safety and health of our employees, clients and communities very seriously, and we have implemented several actions to assist with managing the ongoing impacts of COVID-19.

This document provides answers to questions we have received from clients and partners across the globe. We will continue to update this document as needed.

- Providing essential supplies, such as hand sanitizers, gloves and face masks to our offices here and offices in other countries most significantly impacted.
- Implementing a social distancing protocol in our most affected geographies and some of our largest offices across the globe.
- Providing weekly updates to our employees on safety and health, as well as impacts to the workplace related to public health agency guidance.
- Honoring requests from third parties and clients with regard to on premise visits.
- Reviewing hot-desk protocols and other hygiene protocols at our offices.
- Preparing our pandemic influenza and business continuity response plans should an implementation be required.

Has Crawford experienced any business interruption due to the Coronavirus?

At this point, we have not interrupted or suspended any of our operations. We continue to serve clients across the globe, restricted only where civil authorities are restricting access. We are continuing to monitor the situation and will implement further actions as needed to keep all of our employees safe.

COMMERCIAL/BUSINESS RELATED QUESTIONS

Can Crawford & Company provide a copy of its business continuity plan?

Due to the confidential nature of the material contained in the plan, Crawford does not share any Pandemic Response, Business Continuity or Disaster Recovery plans outside of the organization. We are preparing a summary of actions under our plans to share with clients.

Have you enacted your business continuity plan, and if so, what is the impact for the level of service you provide our customers and claim handlers?

We have not activated our Business Continuity Plan (BCP) on a global basis. However, we have activated a BCP for our operations in the Philippines in response to the latest government action. At this time we are not experiencing any impact to the level of service we provide our clients.

How will Crawford advise clients promptly of any significant impact due to the pandemic?

At this time, we are issuing regular updates to clients and asking all our sales and account management teams around the world to keep in close contact with clients to keep them informed.

What questions are being asked of customers prior to an on-site visit?

We have implemented and distributed a first notice of loss script and an adjuster triage protocol to identify any potential risks of the Coronavirus. The FNOL and the triage protocol are a series of questions asked in order to identify the risk of COVID-19 at the location. Where a risk is identified, we are postponing on-site assessments. Within a matter of weeks, we will be able to implement an innovative virtual option, supported by YouGoLook.

Are Crawford employees attending client meetings?

Many of our clients have instituted restrictions on visits to their offices or are placing clear restrictions that such meetings must be “essential” to occur in-person. Before traveling to a client’s office, we have our employees confirm they are accepting visitors and the meeting is still planned. In most cases, client visits and updates can be conducted via phone, video or other communication technology.

Do you have any alternative working arrangements for office-based employees, or do you have measures in place to cover loss of staff in business areas if they are taken ill?

Yes, we have enabled the ability for employees to work from home, and we are following the advice of local authorities around the world to minimize infection.

Are there plans to close entire Crawford offices?

There are no plans to close any offices at this time, and we will continue to follow government advice and our individual company directives at the local country level. As the spread and impact of the virus escalates, we may ask more employees to work from home to ensure business continuity in the event of unexpected closures.

How will visitors to Crawford offices be treated?

Reception staff must ask the following questions before allowing the visitor into any office:

1. Have you, or any member of your family recently returned from a Coronavirus high risk region (such as China, Iran, South Korea, Italy)?
2. Are you, or have you recently been in contact with someone who is known to be, infected with Coronavirus, travelled to or from a high-risk region, or is currently self-isolating?
3. Are you suffering from any of the symptoms of Coronavirus (such as fever, flu like symptoms (coughing, sore throat, etc.)

If the visitor answers yes to any of the questions, we will politely turn the visitor away and propose alternate means of communication.

How does Crawford ensure its vendors and suppliers are prepared for the impact of the COVID-19?

Crawford reviews the preparedness protocols of our critical vendors and suppliers to minimize disruptions to our operations. We are also engaging with our critical suppliers and contractors to confirm that they have appropriate plans in place.

Are you able to provide details on the measures being taken to ensure the continuity of your businesses, should the situation worsen from its current state?

We continue to assess computing requirements and obtain a clear view on enabling our workforce so that as many employees as possible can work at home if required. However, a key part of our service is to help people after the worst happens and this should be face-to-face. We are encouraging all our adjusters to follow the advice of local public health authorities, maintain good hygiene protocols (washing hands, use of hand sanitizing gel) and minimize personal contact (no handshaking, social distancing guidelines).