



Our Business Continuity Plans for COVID-19

We take the health and well-being of our clients, our people, our subcontractors and local communities seriously. While we are hopeful that the overall COVID-19 situation improves, we know that you may have questions about our ability to maintain our business continuity and the safety of our people and local communities during this challenging time.

We want to reassure you that we have activated our business continuity plans globally and are monitoring the situation on a daily basis to ensure that we are able to deliver uninterrupted service to our clients. We have a well-established agile working program - including sophisticated technology and IT systems - which enables remote working across our Firm globally without impacting our operations. Our people are equipped to work from home or from alternate locations across our global network of 77 offices to serve our clients' needs without interruption.

Business Continuity Protocols: We have business continuity plans in place, which include our subcontractors. Our plans include provisions for split site availability; alternate work arrangements; a well-established agile working program, allowing all our people to work from home; maintaining remote access to data; data recovery; remote IT support for telecommuters; and a global emergency communications solution. Our IT solutions allow for work products to be accessed securely by other staff in other locations if one office encounters loss of human capital.

We have staff dispersal plans and business continuity plans for all alternative locations. We are implementing the plans as circumstances dictate including splitting teams into shifts and among locations to ensure uninterrupted service delivery to our clients. Decontamination protocols are in place to quickly restore contaminated offices.

Our People: We are protecting our people by limiting travel to affected regions, fully implementing the advice of our security advisors and following the advice of relevant authorities. We are in constant contact with our people to provide updates on our business continuity plans and with details of resources available to help them and their families through this challenging time.

Alternate Work Arrangements: Our well-established agile working program and robust IT infrastructure enables all our lawyers and business professionals to work from home or from alternate locations across our global network of 77 offices. We have staff dispersal plans and business continuity plans for all alternative locations. We are implementing the plans as circumstances dictate, including splitting teams into shifts and among locations to ensure uninterrupted service delivery to our clients.

Supply Chain / Subcontractors: Our business continuity plans extend to our subcontractors. We have been liaising closely with our subcontractors to assess their own business continuity plans and can confirm that they are robust to support our business operations.

Emergency Contact Information: Please reach out to your regular Baker McKenzie point of contact. We have a robust infrastructure in place, including telecommuting and remote working, which ensures that you should always be able to contact us. Nevertheless, and out of an abundance of caution, we have set up a centralized email address that is monitored by our people in Asia, Europe and the Americas that you can use to contact the Firm - CoronavirusClientResponseTeam@bakermckenzie.com

We are conscious that you are likely receiving a high volume of communications about COVID-19, but we hope the above provides you with the reassurance that we can continue to partner together uninterrupted during this challenging time.