

Aon Corporation

Avian Influenza

Planning and Preparation

- Aon's 2006 political and economic risk map ranks avian pandemic flu as the 2nd highest stress point
- Aon Limited (UK) already has business continuity review service for clients
 - October 2005 white paper “Pandemic Influenza - Managing the Risks of an Invisible Threat”
- Preparedness must be flexible and adaptable to a general framework

Planning and Preparation

- High Level Risks
 - Loss of key personnel due to direct infection
 - Loss of significant workforce
 - Increase in demand/volume of customer/employee requests about

Aon Strategic Framework

- Prevention/Containment
 - Employee risk awareness
 - Management risk awareness
 - Travel policy changes
 - Contact/contamination minimization measures
- Monitoring
 - Threat monitoring and progress
 - Case tracking
- Response
 - Succession plans (long and short)
 - Crisis management business continuity plans

Lessons Learned

- General HR
 - Track status of affected employees
 - Call trees with current info (phone, email)
 - Beneficiary designations
 - Pay using direct deposit
 - Monitor school closings - provide day care options
 - Relocation
 - Select housing
 - Medical plan networks
 - Rx availability
 - Don't forget retirees/LOA
 - Travel to office/telecommuting
 - Time off Policy
 - List of health & services providers

Lessons Learned

- Business
 - Time frame for minimal disruption
 - Client communication
 - Reroute mail
 - Overnight delivery services
 - Phones
 - Computer servers
 - Network links
 - Backup
 - Offsite Storage
 - Other Equipment

Lessons Learned

- **Communication**
 - **Employees/clients**
 - Internet site for email
 - Internet/Intranet for notices
 - 800's (hot lines)
 - Text messaging
 - Blackberry
 - Call centers
 - **Corporate staff**
 - **Building management**
 - **State/local/federal government**