



March 24, 2020

Boston Trust Walden Company Pandemic Plan Summary

In response to the continued spread of the novel coronavirus (COVID-19), Boston Trust Walden is sharing our approach to mitigate the business impact on our clients and to protect the health and safety of our colleagues. The information contained within this document provides a summary of our pandemic plan and current activities.

Pandemic events can have severe consequences on human health and economic well-being worldwide. Planning and preparedness are critical to help lessen the impact of these events. The goal of pandemic planning is to ensure we can recognize and manage the potential business interruption caused by a global pandemic. Through this plan, we follow a comprehensive approach to protect the health and safety of our employees and mitigate any potential impacts on the services and support we provide to our clients.

Our pandemic plan anticipates an escalating response, over time, to address the progression of a pandemic. It addresses stages of a pandemic and related actions regarding the safety and continuity of our operations. The plan summarizes the key protocols and policies that would be activated before, during, and after a pandemic.

Pandemic Planning in Response to COVID-19

Boston Trust Walden activated our Pandemic Plan in response to the novel coronavirus disease (COVID-19) in early February 2020. We are actively monitoring the situation on a 24-hour basis. We communicate important updates and actions such as travel restrictions, working from home guidelines, or other health and safety alternatives to our employees frequently.

Protecting Our Employees, Clients, and our Community

We utilize guidance from the US Centers for Disease Control and Prevention (“CDC”) and the Massachusetts Department of Public Health. We have developed and distributed training to employees to observe best practices for health and safety. The following policies support our employees' health as well as that of our community:

- Monitoring symptoms and temperatures and encouraging those who feel ill to remain home
- Providing instructions for minimizing transmission, including (but not limited to) proper hand-washing techniques and covering coughs and sneezes, and equipping employees with sanitizers
- Enforcing social distancing between employees, meetings, and vendors to limit unnecessary interactions and encouraging complete withdrawal if symptomatic
- Allowing employees to adjust shift schedules
- Providing work from home opportunities as needed

Ensuring Continuity of Service

Each functional department has identified the minimum number of required employees to ensure that our services will continue without interruption. Remedies for high absenteeism are defined according to the unique needs of each specific role. In general, response strategies include:

- Remote work capabilities for all employees
- Cross-training among team members

Oversight

The Executive Committee provides strategic direction and guidance to the Business Continuity Team, as well as to the rest of the company, as needed. They are also responsible for keeping the Board of Directors informed.

Communications

Our management team communicates business, health and safety, and travel updates regularly to all employees. We communicate with clients on a proactive and reactive basis to share business updates that may impact daily operations.

Travel Restrictions

Employee travel restrictions are part of the Boston Trust Walden pandemic response plan. Travel restriction determinations are based on guidance from local, state, national, and international authorities, as well as benchmarking with other companies. For example, on March 8, 2020, Boston Trust Walden Company banned all non-essential business travel until April 30, 2020. Boston Trust Walden will support additional travel restrictions by governments and local authorities if implemented in the future.

Medical Response Protocols

If we identify a specific case of infection within our offices, we will provide guidance that can range from self-quarantine of individuals to office closure. In the case of presumptive infection, Boston Trust Walden will implement enhanced office cleaning as well as situational appropriate work measures, including work transfer or remote work arrangements.

Current Actions in Response to COVID-19 as of March 24, 2020

Boston Trust Walden enacted its Pandemic Plan in early February 2020. As part of this plan we are closely following the Center for Disease Control and Prevention (CDC) and Commonwealth of Massachusetts Department of Public Health communications. We continue to monitor the situation actively and do everything possible to mitigate the situation, including:

- On March 8, 2020, we initiated a business travel ban through April 30, 2020; suspended participation in conferences or large gatherings; and began daily enhanced cleaning of our offices.
- During the week of March 9th, we conducted a soft closure at our office. Employees worked from home on a rotational basis to validate connectivity and procedures. We confirmed that all employees have laptops to allow for remote work capabilities.
- On March 16, 2020, we requested that all staff, except a small contingent, work from home for the foreseeable future.
- On March 24, 2020, we closed our physical office to all employees in response to Governor Baker's order requiring all non-essential businesses in the state of Massachusetts to close or operate remotely. While many of the financial services functions we perform are considered essential, we adopted the stay-at home advisory to protect our employees and their families, and to do our part in slowing the spread of the virus. Two employees remain on site to perform functions that are not capable of being performed remotely. The remainder of employees continue to work remotely, and seamlessly.