BUSINESS CONTINUITY MANAGEMENT: ARCADIS RESPONSE TO COVID-19 – BELGIUM

MARCH 2020
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Introduction

As with all other companies, we have experienced a considerable impact as a result of the COVID-19 pandemic. We provide engineering and consultancy services, and as such, the main impact we experience is through that to our people. The health and safety of Arcadians and our client's employees is our top priority in our response to the pandemic and through this prioritization we are doing everything we can to ensure the availability of our services to our clients.

The vast majority of our workforce are able to work remotely at this time which allows us to continue to serve our clients. Our investments in IT connectivity and Cloud systems that can be accessed from anywhere in the world has allowed our employees to work in an increasingly virtual manner. Our systems are secured, but our staff has also received specific instructions on cyber security addressing possible additional risk introduced in remote work situations.

This communication provides more detail as to how our response allows Arcadis to continue to achieve outcomes for our clients as expected. As this situation unfolds, we may issue further client communications or update this communication, as such, please see the version control in the appendix

Our Response

Arcadis has Business Continuity Management (BCM) in place to allow it to continue operations and serve its clients as and when incidents occur that impact our business. Our BCM approach is designed to ensure that the scope of business continuity within Arcadis is well understood and that the activities in support of that scope are designed, implemented and maintained in a manner that they achieve the stated objectives.

Arcadis business continuity approach is, as much as reasonably possible, aligned with the international standard ISO 22301 to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents as and when they arise.

Arcadis BCM focuses on the following:

- **Emergency Response planning**: Our emergency response plans focus on immediate response procedures in the case of an emergency in an office/operations site. They are local in nature, often per country or office site, and enable Arcadis to prepare for, respond to and recover from emergency incidents.

- **Crisis Response planning**: Our crisis response plans focus on managing serious risks by controlling and limiting negative consequences impacting people, products and services as a result of a crisis. The plans enable us to respond fast and effectively at country level with an escalation potential to a global level. COVID-19 has triggered our crisis response teams across the globe.

- **Business Continuity planning**: Our business continuity planning allows us to continue our operations and recover from the impact of potential threats to the company, such as COVID-19. It includes a focus on business processes and is regionally driven with plans appropriate to the regional operating structure. Keeping business-critical processes running, enabling the business to respond, recover, resume and restore to a pre-defined level of operation following disruption is the key objective. Given the nature of our business, IT Disaster Recovery is a crucial part of business process continuity. **IT Disaster Recovery plans** are in place in each region/country. They focus on mitigating
the IT impact of any significant interruption, ensuring that recovery occurs in a controlled and orderly manner.

Our Employees and our Clients

In line with Government guidance in each country in which we are present and to protect our staff and clients, we have restricted all non-essential business travel, cancelled all non-business critical events, enhanced employee awareness on hygiene and maintain social distancing discipline.

In each of our offices, we have on-site health and safety measures in place to help prevent virus spread. Additionally, we have a detailed response plan should we have a suspected or confirmed case of COVID-19 amongst our employees or visitors to our offices. Similarly, we have procedures in place for employees in site supervision roles or who perform field work. An overview of the response plan for these employees will be provided upon request. Our response plan is reviewed on a daily basis and updated in accordance with guidance given by global and regional health authorities.

Our client account teams will be engaging with our client contacts to gain visibility of their business continuity plans to support our own planning activities, creating greater alignment on contingency plans.

COVID-19 Task Force

At our Corporate Headquarters, a COVID-19 Task Force is actively managing our response. It comprises senior leadership from across the global organization and is led by a member of our Executive Leadership team. The Task Force enables Arcadis to respond to this crisis in a structured manner and to see that critical business continuity processes are well-managed and controlled. The Task Force coordinates efforts across several workstreams that include our people, our client services and business continuity. Additionally, we have mobilised our Regional Crisis Response Teams who meet regularly.
We are well prepared to react both globally and regionally in an agile manner as the situations changes rapidly.

**Situation Monitoring**

With regards to the specific scenarios relating to the current COVID-19 outbreak, Arcadis monitors the situation on a day to day basis and is working consistently with the guidelines published by the World Health Organisation and International SOS, as well as governments and health authorities in Belgium. We continuously communicate with our employees and clients to provide relevant information and guidance as the situation emerges.

**Remote Working**

Arcadis operates a policy of remote working, and employees are able to work from home and access their data, applications and associated IT connections through our Cloud-based systems. Remote working is widely encouraged and practised as we adhere to Government guidance in many countries in which we are present.

As matters stand at this time, we have no overarching concerns about our ability to mobilise to mass home working in the event of Government direction, however, we continue to monitor the situation closely, and refine our plans on an ongoing basis.

**Media and social media policy**

Given the heightened social media and press interest in this matter, all Arcadis employees have been encouraged to be mindful of what they post on personal social media accounts and refer any journalist enquiries in the first instance to Katrien.hermans@arcadis.com, Marketing and External Communications Manager, Arcadis Belgium.

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