Business Resiliency

Globally consistent, locally relevant, and integrated into daily behavior

ADP is committed to keeping our services and operations running smoothly, so that we can provide you with the best service possible. It's our priority to identify — and mitigate — the technological, environmental, process and health risks that may get in the way of providing services to you. For this reason, we have created an integrated framework that lays out our mitigation, preparedness, response and recovery process.

Global Business Resiliency

Real-World Response
- Crisis Management
- Emergency Response

Risk Assessment
- Site Risk Assessment
- Business Impact Analysis

Testing and Validation
- Review
- Revise
- Exercise

Plan Development
- Business Continuity Planning
- Disaster Recovery Planning
- Health and Safety Planning
- Local Crisis Management Planning

Analyzing the Threat

Our process begins with identifying business situations and practices that can put ADP at risk. ADP's Corporate Crisis Management Team monitors and identifies threat probabilities such as natural disasters, geopolitical factors, malicious activity, and human resource issues that may impact ADP associates, business operations and/or clients. ADP's Risk Threat Assessment identifies threat probabilities, impact severity and risk levels for malicious activity, natural disasters, technical and human resource issues, and geographic and geopolitical factors. Our Business Impact Analysis examines critical ADP business processes that can be affected by business disruption, such as critical functions within a business unit, but also client, financial, operational, legal and reputational impact and recovery time objectives.
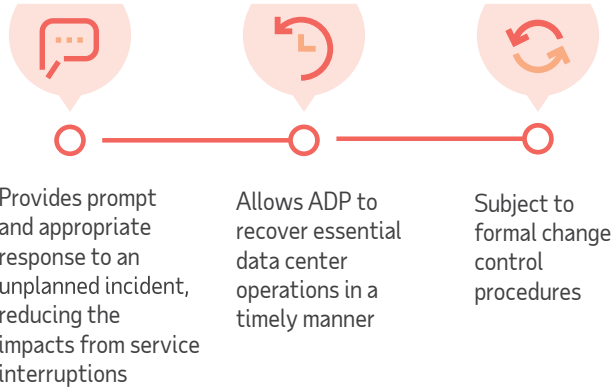
Plan Development

Business Continuity Planning

ADP's Business Continuity Plans are developed to maintain or restore our operations after an interruption. When there's an unplanned disturbance that affects ADP — a loss of critical services, building access or resources — our continuity plans will kick in to provide quick response and recovery.

Disaster Recovery Planning

ADP's Disaster Recovery Plans provide a thorough and organized approach to help get us back to business faster—maintaining or restoring critical systems, helping to avoid confusion and reducing the chance of more errors.

Our Business Continuity and Disaster Recovery Plans prepare us to respond when operations are affected.

Provides prompt and appropriate response to an unplanned incident, reducing the impacts from service interruptions

Allows ADP to recover essential data center operations in a timely manner

Subject to formal change control procedures

Health and Safety Planning

As the basis for how we take action, ADP's Health and Safety plans use the Pandemic Phases identified by the World Health Organization and severity levels and guidelines developed by the U.S. Centers for Disease Control.

Health and Safety Planning Key Points

Proactive global monitoring of pandemic and health threats, risks and crises

Integration with crisis management and medical processes and teams

Critical skills identification and contingency plans for the continuance of vital business activities to support multiple waves of illness

Testing and Validation

Review

Periodic review of ADP plans by various stakeholders

Exercise

- Test plans
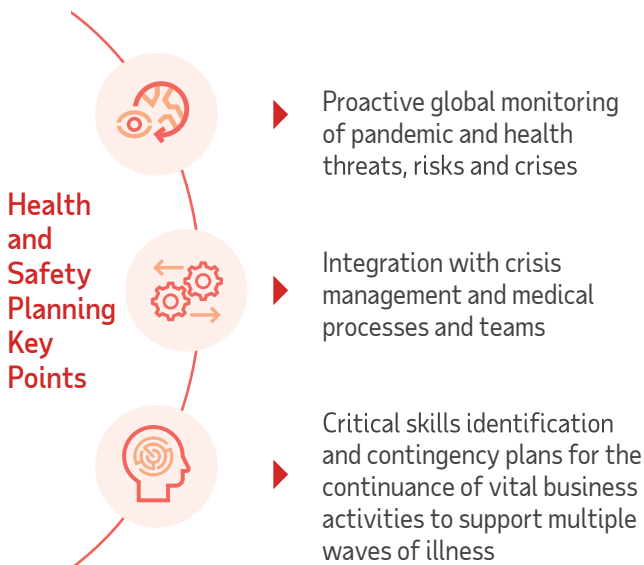- Simulation exercises
- Scenario planning
- Tabletop exercises

Revise

- Incorporation of revisions into plan

Real-World Response

Crisis Management & Emergency Response

Our framework was designed for flexibility so we can respond to incidents of any type, scope or complexity. It allows us to match the complexities and demands of incidents by scaling up or down as the crisis unfolds. ADP uses the Federal Emergency Management Agency (FEMA) Incident Command System (ICS) methodology and industry best practices for Crisis Management and Emergency Response:

- Global monitoring for risk and threat identification 24/7/365
- Employee safety
- Proactive preparedness and planning for all ADP sites
- Crisis communication processes
- Partnerships with local, state, federal, and international agencies
- Integration of facilities, equipment, personnel and procedures operating within our framework

Partnering with ADP gives you the opportunity to focus on what matters: **Your business and your success**.

For more information about security at ADP, visit **adp.com/trust**

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