

Voya Business Continuity Planning

Pandemic planning and response

Voya has an established business continuity program that includes pandemic planning to ensure we protect the health and safety of our employees and their families, mitigate business and operational disruptions for our customers, and responsibly carry out our regulatory and contractual obligations. Executive leadership maintains oversight and governance for the program.

Pandemic planning and response is an integral component of our overall business continuity program and includes:

- Activation of the pandemic crisis management team, which includes representation from the business resilience office, human resources, corporate security, legal, facility management, business unit leads, IT, communications and corporate travel.
- Identifying critical business functions and the staff required to operate these functions
- Coordinating support and services with external individuals, agencies, and health care providers, as appropriate
- Establishing work-from-home capabilities, cross-training of staff, alternative work-site arrangements and other adjustments to work practices as appropriate
- Complying with local, state and federal laws and regulations
- Working with local, state and federal public health partners
- Working with vendors/contractors to ensure they are taking proactive steps to minimize risk and exposure to Voya employees and work sites
- Providing personal protective equipment and supplies (i.e., hand sanitizer, tissues, no-touch disposal receptacles, etc.) at work sites as needed

Overall coordination, guidance and compliance monitoring for business continuity across Voya is a centralized function. The business continuity policy requires all plans to be tested at a minimum annually. Testing elements include the following:

- Data center recovery (Last successful test September 2019)
- All-employee notification testing (Last successful test March 2019; testing currently underway)
- Work-from-home testing (Last successful test March 2020)
- Crisis management exercise (Four successfully completed in 2019)
- Business continuity plan walkthrough (Last successful test December 2019; ongoing)

Based upon the implementation of our overall business continuity plan, our successful testing, and level of preparedness, Voya remains confident of its ability to manage the COVID-19 pandemic.

Voya Financial continues to refine its Business Resilience Program through ongoing Risk assessments that considers changing business conditions, local and regional events, the national security level and other factors that could influence the safety of employees and the ability to conduct business and meet customer obligations.
