



Business Resiliency

Keeping business moving forward



A more human resource.™

Business Resiliency Program Overview

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 technology, environmental, process and health risks that may get in the way of providing services to you.

We've created an integrated framework that lays out our mitigation, preparedness, response, and recovery process.

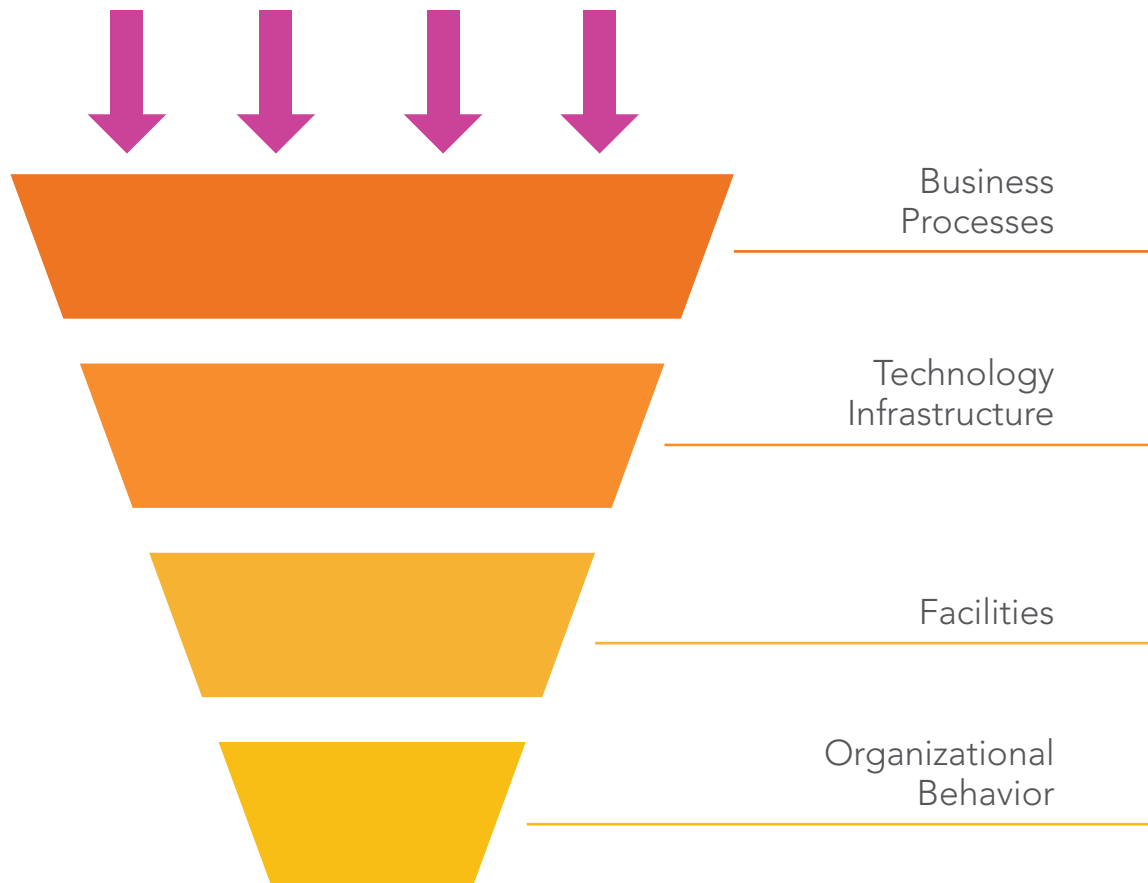


Risk Assessment



Risk Threat Analysis • Business Impact Analysis

Our process begins with identifying business situations and practices that can put ADP at risk.



Analyzing the Threat

ADP's Risk Threat Analysis identifies threat probabilities, impact severity, and risk levels:

- Malicious activity
- Natural disasters
- Technical issues
- Human resource issues
- Geographic factors
- Geopolitical factors

Understanding the Impact

Our Business Impact Analysis examines critical ADP business processes that can be affected by business disruption:

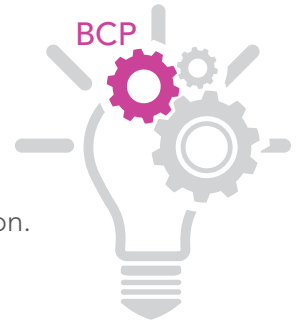
- Critical functions within a business unit
- Client, financial, operational, legal, and reputational impact
- Recovery time objectives

Plan Development

Business Continuity Planning

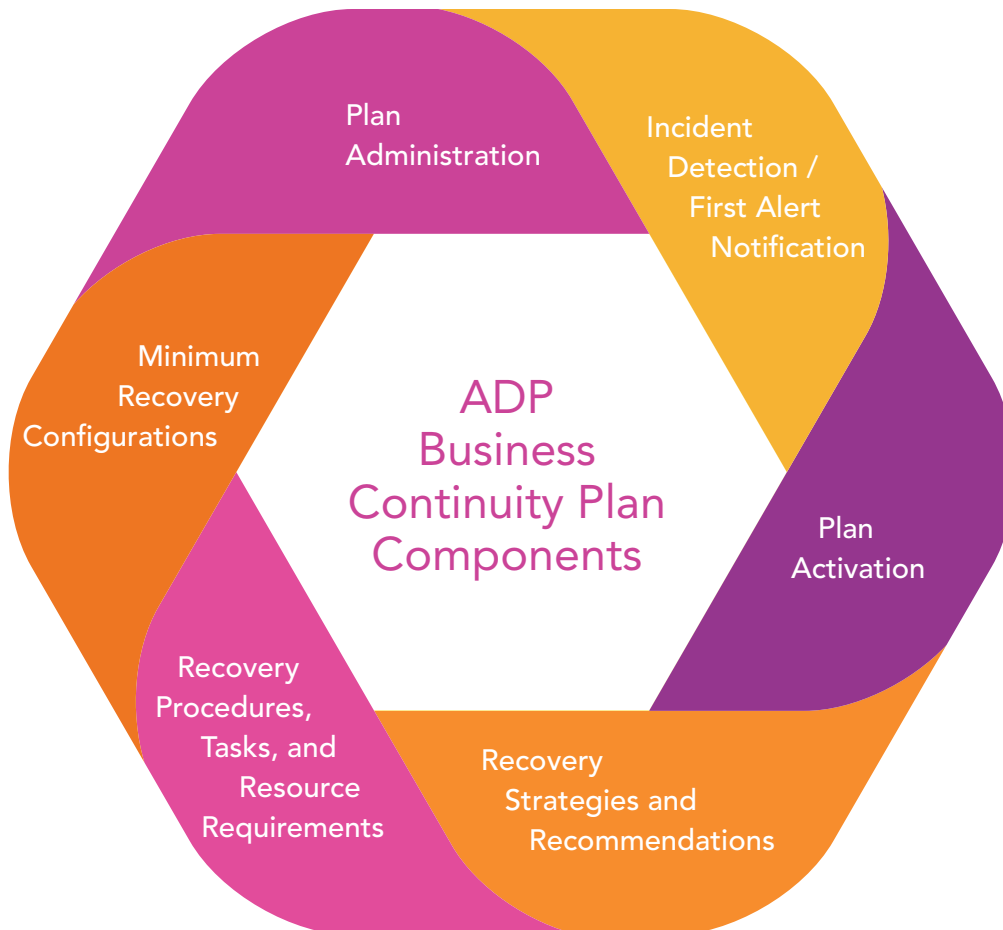
Based on our Risk Threat Analysis and Business Impact Analysis, ADP's Business Continuity Plans are developed to maintain or restore our operations after an interruption.

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.



Business Continuity Plan Key Points

- Documented for the critical processes of ADP's businesses ✓
- Developed in conjunction with internal ADP process owners ✓
- Subject to formal change control procedures ✓
- Reviewed, revised, and exercised annually ✓
- Distributed and ready to go ✓





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.

Disaster Recovery Plan: 4 Key Benefits

Provides prompt and appropriate response to an unplanned incident, reducing the impacts resulting from service interruptions	✓
Allows ADP to recover essential data center operations in a timely manner	✓
Subject to formal change control procedures	✓
Reviewed, revised, and exercised at least annually	✓

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



Incidents causing physical damage such as fire, smoke, or water



Incidents which indirectly affect facility access such as closure due to a storm, an emergency building evacuation, or an external threat



Impending or unexpected regional disasters, such as an earthquake, hurricane, typhoon, or flood



External incidents, which could cause a service interruption such as a loss of electrical or telecommunication services

Health and Safety Planning

As the basis for how we take action, ADP's Health and Safety plans use the Pandemic Severity Levels identified by the World Health Organization 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	✓
Dedicated pandemic coordinators across ADP to coordinate localized support and representation	✓
Health and safety information housed on the ADP intranet with links to external preparedness resources	✓
Integration with crisis management and medical processes and teams	✓
Critical skills identification and contingency plans for the continuance of critical business activities to support multiple waves of illness	✓



ADP's ability to be prepared for health and safety issues is rooted in our:

- Communication strategy
- Employee education and awareness
- Provisioning and distribution of supplies
- HR policies specific to pandemic and health crisis planning
- Facility preparedness and cleaning standards
- Social distancing protocols
- Travel monitoring, guidelines, and advisories
- Employee wellness programs
- Infection, control, response, and deployment programs
- Management of expatriates

Testing and Validation



Review



- Periodic review of ADP plans by various stakeholders

Exercise



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

Revise



- Incorporation of revisions into plan
- Communication of changes

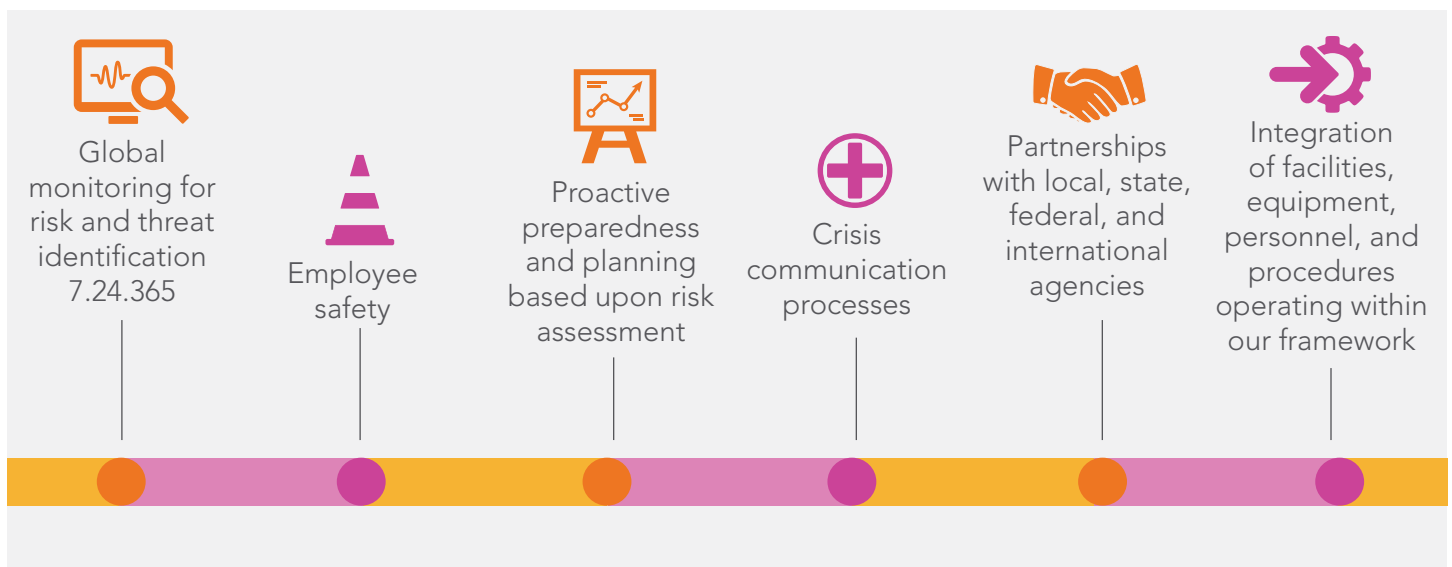
Real-World Response



Crisis Management and 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 utilizes the Federal Emergency Management Agency (FEMA) Incident Command System (ICS) methodology and industry best practices for Crisis Management and Emergency Response:





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For more information on our Business Resiliency Program,
visit adp.com/trust.