

## **Wolters Kluwer Business Continuity Management Influenza A(H1N1) 2009 (a.k.a. Swine Flu)**

Information for customers, vendors, partners, and authorities in case of inquiries on Wolters Kluwer business continuity management regarding the influenza A(H1N1) (Swine flu) situation.

May 2009

### Introduction

The below information is provided to contacts of Wolters Kluwer to inform them of the actions Wolters Kluwer has taken to protect the interests of its customers, employees, and other business partners and to promote business continuity to the extent reasonable and appropriate given the situation caused by the potential spread of global influenza A(H1N1).

Actions taken by Wolters Kluwer with a view on the interests of its customers, employees, and business continuity.

- Wolters Kluwer is actively monitoring the evolving situation through multiple sources, including the WHO (World Health Organization), the CDC (Center for Disease Control), PandemicFlu.gov, Health & Human Services, local authorities in the countries where Wolters Kluwer companies operate, etc.
- Wolters Kluwer continues to provide regular communications with our employees through our established communication channels to help provide them with up-to-date and accurate information on the evolving situation.
- Wolters Kluwer has recommended avoiding travel to Mexico and any high risk areas and informed its employees of other recommended measures to reduce the risk of getting sick.
- Through its Business Continuity Management Program, Wolters Kluwer has taken measures, including cross training, succession planning, automation, and telecommuting to prepare for influenza-related workforce absences.
- Wolters Kluwer has evaluated and prepared for a supply and delivery chain disruption by working with our vendors to ensure they have an active pandemic plan and by identifying similar or replacement vendors and suppliers to eliminate any single points of failure.
- Should the need arise, Wolters Kluwer is prepared to create social distancing within our operations by implementing flexible work schedules, telecommuting, and staggering production schedules in an effort to minimize the spread of the influenza.
- Executive Management is actively engaged and informed of the situation as it continues to evolve and is supervising the taking of appropriate precautionary measure to promote continuity of operations across Wolters Kluwer.

How Wolters Kluwer stays up to date on the latest developments to be prepared to take appropriate action if needed

We are actively monitoring the evolving situation through multiple sources, including the WHO (World Health Organization), the CDC (Center for Disease Control), PandemicFlu.gov, Health & Human Services, local authorities in the countries where Wolters Kluwer companies operate, etc. and once pertinent information relevant to the situation arises it is disseminated to the appropriate parties and acted upon accordingly.

Further resources regarding influenza A(H1N1) can be found at the following web sites:

<http://www.who.int/csr/disease/swineflu/en/index.html>

<http://www.cdc.gov/h1n1flu/>

<http://www.pandemicflu.gov/>

More information

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General information on influenza A(H1N1) can be found on:

[http://www.who.int/csr/disease/swineflu/frequently\\_asked\\_questions/en/index.html](http://www.who.int/csr/disease/swineflu/frequently_asked_questions/en/index.html)

[http://www.cdc.gov/h1n1flu/general\\_info.htm](http://www.cdc.gov/h1n1flu/general_info.htm)

<http://www.pandemicflu.gov/general/index.html>

Source:

This document is provided by Wolters Kluwer Global Business Continuity Management – update May 4, 2009 - and available on Wolters Kluwer internal and external website.