

**Disaster & Emergency Preparedness  
Keenan's Business Continuity Plan**

**July 2009**

With two sizeable earthquakes in May, Californians are reminded that disaster can strike when we least expect it. As citizens within of our communities, as an employer with families depending upon us and as your business partner, we have a responsibility to be prepared.

More than ten years ago, Keenan established a **Business Continuity Plan** in an effort to address the safety of our personnel, the security of the information we work with and the ability to resume providing support services for our clients as quickly as possible following a disaster. Ensuring that our plan reflects current capabilities, we conduct a review of the methodologies and priorities defined in the plan on a regular basis, at least annually, focusing on continuously educating our personnel on their roles to meet the defined business continuity milestones. As our business partner, and with many of your employees depending upon us for benefits and other services, it is important that you know we have a recovery strategy in place.

Components of our Business Continuity Plan include the following:

- **Emergency Operation Centers** – Should our Corporate Offices in Torrance be impacted our Riverside, Rancho Cordova and San Jose offices stand ready to respond as recovery facilities.
- **Vital Records and Resources Backed Up**– These are backed up at each of our recovery facilities. This includes necessary resources to restore benefit delivery, check processing, bank transmissions and claim processing.
- **Business Continuity Plan Leaders** - Meet regularly to rehearse emergency drills to ensure the plan is carried out effectively should it be needed and adjustments are made if needed.
- **Incident Management Teams and Disaster Hotlines** – Allows our employees to be communicated with immediately and provided important information regarding business operations and recovery.
- **Critical Business Partners Identified** – Following a disaster this will ensure communication to our clients, the State (such as Department of Self-Insurance Plans), critical vendors, as well as, key community partners.

Should disaster strike, the first priority will be the health and safety of human life. Once human life is secure, attention will then turn to the business operation and our business partners. Our Business Continuity Plan targets the goal of resuming services to our clients in the shortest timeframe possible. While ideally any organization would like to maintain no break in service, and our plan defines that as the desired goal, the reality of any disaster may not allow for continuous support. Therefore, our plan also establishes a priority order to the restoration of services, should resources in-place be limited following a disaster.

All of us who live and work in California know preparedness is critical and it requires regular plan review and disaster drills. No one knows when disaster will strike, but when it does, Keenan stands ready to respond.

Should you have any questions regarding our Business Continuity Plan, please feel free to contact your Account Executive, Claims Analyst, or Account Manager. You may also contact Christine Gerbasi at 310-212-0363 x3760 or [cgerbasi@keenand.com](mailto:cgerbasi@keenand.com).