

Pitney Bowes Inc. Continuity of Business Policy Statement

Pitney Bowes has established a global comprehensive, holistic Continuity of Business (CoB) Program, which includes but not limited to Preparedness, Continuity of Business, Incident and Crisis Management. Our framework has been developed by using good practice guidelines, such as ISO, British Standards and NFPA 1600 as well as following recommendations of the WHO (World Health Organization) and the CDC (Centers for Disease Control). Additionally, this framework embraces local through to any global requirements where Pitney Bowes has direct operations.

At Pitney Bowes, our planning approach is 'All Hazards'. Our focus is on the well-being of our employees, our ability to continue the delivery of products and services to our customers and assisting them as needed. Our approach includes communicating to stakeholders, protecting the brand and managing risk. An integral part of our plan to support our customers and stakeholders factors in high absenteeism, as experienced during a pandemic, severe weather and national strikes.

The CoB program is staffed with a combination of dedicated professionals and functional owners in all of our businesses. Under this program, we execute a multi-tiered strategy of Response and Continuity of Business plans based on location and business unit.

At Pitney Bowes we understand no plan can eliminate all risk of service disruption. We constantly upgrade and improve our ability to respond, recover, and continue our operations. We continually validate and maintain our plans which are subject to modification without notification.

As events warrant, our Response and Continuity of Business plans will be activated. For information on our response to current events, please visit our website at www.pb.com.

Iris Valdés, FBCI, CBCP
Vice President
Global Preparedness, Continuity of Business and Crisis Management