

# LexisNexis Software Solutions FAQ around COVID-19

In concert with our parent company, RELX, LexisNexis® Software Solutions is closely monitoring the status of the current COVID-19 (Coronavirus) health emergency. As the number of cases continues to escalate globally, the health and safety of our employees and business continuity for our organization and customers remain top priorities. The RELX Business Continuity Management (BCM) program includes plans to ensure readiness through disruptions that include pandemics.

We are acting in accordance with the Centers for Disease Control and Prevention (CDC) Health Alert Notices, the World Health Organization (WHO) Situation Reports, and national and local government guidance and requirements regarding COVID-19. As a leading provider of scientific and medical information, RELX is well-placed in terms of possessing expert in-house knowledge combined with an integrated response program which includes continuity plans, incident management and business continuity teams.

Currently, our businesses and services are able to continue serving our customers.

We are confident that we are prepared to adapt and act quickly to ensure business continues as usual. Please reach out to your regular point of contact or visit our [customer support page](#) if you have questions or need additional information. During these rapidly changing times, we are committed to delivering the high level of service our customers have come to expect from LexisNexis Software Solutions.

RELX frequently updates information through the Elsevier Novel Coronavirus Information Center, which features journal articles, expert guidance, and other clinical resources. All content is freely available at <https://qoo.ly/34vdie>.

## Frequently Asked Questions

### **Do you have a current pandemic/business continuity plan to respond and recover from mass absenteeism events such as COVID-19?**

Yes. Our BCM program includes plans to ensure readiness through disruptions that include pandemics. At this time, our businesses and services are able to continue serving our customers.

We have been long-prepared for maintaining business continuity during crises, and this is no exception. Our BCM program includes ensuring readiness through disruptions including pandemics.

We continue to act in accordance with the advisories set forth by the CDC Health Alert Notices, WHO, and country and local governments regarding COVID-19.

As a leading provider of scientific and medical information, RELX is well-positioned in terms of having its own expert advice. We align RELX's continuity plans with our incident management and BCM program for an integrated approach.

Based on what we know today, we are confident that we are prepared to adapt and act quickly to ensure business continues as usual. During these rapidly changing times, we are committed to delivering the high level of service our customers have come to expect from LexisNexis Software Solutions.

**Does your organization have a pandemic response team?**

Yes. In response to the potential threat of a pandemic disease, RELX has a Pandemic Response Plan to ensure that we manage the response to any pandemic in the most appropriate way. The model consists of four steering groups: Corporate Steering Group, America's Steering Group, EMEA Steering Group, and APAC Steering Group. As they are the front line to our employees, all team supervisors have been incorporated into the response team and have been instructed to consider effective ways in which their teams can operate remotely and stay connected. Supervisors are helping to actively encourage employees to work from home and conduct virtual meetings.

**Has your organization taken steps to mitigate the spread of COVID-19?**

Yes. We are closely monitoring the advisories set forth by the CDC Health Alert Notices, WHO Situation Reports, and country and local governments regarding COVID-19. As a leading provider of scientific and medical information, RELX is well placed in terms of having its own expert advice and, when necessary, would activate our Pandemic Response Plan supported by our incident management and business continuity plans as an integrated response.

**For employees in your organization who have had exposure, what steps have been/are being taken to quarantine them and limit exposure?**

We continue to act in accordance to the advisories set forth by the CDC Health Alert Notices, WHO Situation Reports, and country and local country governments regarding COVID-19.

**Is your organization currently impacted by COVID-19?**

At this time, our businesses and services are able to continue serving our customers.

**Can the essential aspects of the product or service requiring employee interaction be performed by LexisNexis Software Solutions employees working from alternate locations or at their homes?**

Yes, we are well equipped for employees to work remotely or at their homes as required. As a global organization with many different locations around the world, many of the employees in our workforce routinely work remotely, either full-time or part-time. Our messaging platforms, emergency communication, BCM and direct response plans are tested on a regular basis; the tests are reviewed, and action items are assigned from the after-action report. We also have an ongoing program to test the ability for staff to work from home.

**Can customers access software solutions products and services if they are working remotely?**

We realize users access our platform through their company-owned IPs. As telecommuting becomes essential to our customers' business continuity, customers can access their VPN within their corporate environment to access our services.

**Do you as a vendor have any new or emerging concerns about the ability to deliver goods or services during a pandemic?**

No, assuming that internet infrastructure (and other infrastructure that we rely on) does not suffer from degradation or outage. Our BCM/pandemic programs ensure readiness through disruptions that include pandemics. As a global organization with many different locations around the world, many of the employees in our workforce routinely work remotely, either full-time or part-time. We are well equipped for employees to work remotely or at their homes and are actively encouraging them to do so. In addition, we have suspended non-essential travel in favor of virtual meetings.

**What communications can customers expect regarding COVID-19?**

We will continue to communicate through our regular channels as needed, including this website where we will provide updates.

**What steps have been taken to address any potential impact associated with third parties that support your organization?**

Critical suppliers have been identified and a program to assess their BCM readiness is underway.

For more related articles, visit [CounselLink COVID-19 Resource Center](#).