

**SERVICEMASTER GLOBAL
HOLDINGS, INC.**

Business Continuity Plan Disclosure

ServiceMaster has developed and implemented a Business Continuity Plan to enable the organization to respond to events that significantly disrupt the business. A significant disruption of business could result from various causes and can vary in their scope, severity, and duration. Some of these causes include weather related incidents, man-made causes such as civil disturbances, and technical causes such as systems and utility failures. It is the primary objective of ServiceMaster to quickly recover and resume business operations after a significant business disruption and respond by safeguarding the employees and property, making a financial and operational assessment, restoring critical systems and information, and allowing alternate methods for employees to maintain services to their clients. In summary, ServiceMaster business continuity plan is designed to permit the organization to resume operations as quickly as possible, taking into consideration the scope and severity of the significant business disruption.

The ServiceMaster business continuity plan addresses: responding to an incident, alternative communications with employees and clients; data backup and recovery; mission critical systems; operational risk assessments; prioritized critical business functions and dependencies; alternate physical location of employees; loss of people strategies; as well as critical and alternate service providers and support resources.

In the event of disruption of business affecting the unavailability of a facility of the organization, the business continuity plan calls for the failover of system, data, and connectivity to alternate office location(s). Remote access from a designated alternate location will ensure client services can be maintained until the impacted office can be restored. Routine testing of the IT disaster recovery strategy occurs to ensure the system backups and recovery capabilities are working properly. In addition, there are sufficient alternate support resources across the organization to assist in continuing services if there was any incident causing the unavailability of personnel.

ServiceMaster periodically conducts formal tabletop training-exercises to walk through various incident scenarios and review plan response and recovery procedures. Ongoing reviews and updates to the plan will be maintained with the incident management and business recovery team members to ensure the Plans remain actionable and there is adequate awareness throughout the organization.

Should you have any additional questions about the ServiceMaster Business Continuity Plan, please contact Rachel Sparks, Sr. Director, Enterprise Risk Management.

ServiceMaster
860 Ridge Lake Blvd
Memphis TN 38120
901-597-1794
rachel.sparks@servicemaster.com