



Business Continuity Statement

WTW is committed to identifying and mitigating issues that could impact our colleagues, clients and partners. Our approach is designed to help minimize disruption, is broad enough to enable us to respond to various types of incidents and is aligned to international standards such as Business Continuity Institute Good Practice Guidelines and International Organization for Standardization (ISO) 22301. We believe the Company's business continuity management policy and standards provide the governance, tools and processes necessary for an embedded and effective program. Our program structure is focused on both mitigating the risk of business interruption and enabling a controlled resumption of normal business services.

Planning and response

We believe WTW's operations are inherently resilient, with critical activities undertaken across multiple geographies, supported by widespread agile and remote working capabilities.

Business continuity plans are designed to document the key resources needed to support continuity of critical activities. Plan owners are responsible for regularly testing business recovery plans. Incident and crisis management teams are established to coordinate WTW's response to any incident that threatens and/or significantly disrupts business operations, assets or resources. Each team has specific responsibilities and escalation protocols based on the severity and geographic scope of a given incident.

We use a leading emergency notification tool to stay in touch with colleagues, which is updated regularly and directly from our Human Resources system.

We are committed to providing clients with information whenever an incident threatens to impair our ability to meet our obligations.

Information Technology (IT)

Our IT infrastructure supports our business applications and services. Most mission-critical services are provided from WTW-owned and/or co-sourced data centers. These are subject to formal change control processes and annual disaster recovery exercises. In some cases, applications interface with assorted third-party suppliers to transmit or receive data as part of the normal operations of the systems. These critical systems and services are subject to provisions including data security and/or disaster recovery as part of the contractual terms and are also incorporated into annual test cycles.

Legal disclaimer

Forward-Looking Statements

We have included in this document 'forward-looking statements' within the meaning of Section 27A of the Securities Act of 1933, and Section 21E of the Securities Exchange Act of 1934, which are intended to be covered by the safe harbors created by those laws. These forward-looking statements include information about possible or assumed future results of our operations. All statements, other than statements of historical facts, that address activities, events or developments that we expect or anticipate may occur in the future, including such things as our outlook, metrics and targets, the impact of the global pandemic on our business, future capital expenditures, ongoing working capital efforts, future share repurchases, financial results (including our revenue, costs or margins), the impact of changes to tax laws on our financial results, existing and evolving business strategies and acquisitions and dispositions, including the sale of Willis Re to Arthur J. Gallagher & Co. ('Gallagher'), demand for our services and competitive strengths, goals, the benefits of new initiatives, growth of our business and operations, our ability to successfully manage ongoing leadership, organizational and technology changes, including investments in improving systems and processes, our ability to implement and realize anticipated benefits of any cost-savings initiatives including the multi-year operational Transformation program, and plans and references to future successes, including our future financial and operating results, plans, objectives, expectations and intentions are forward-looking statements. Also, when we use words such as 'may,' 'will,' 'would,' 'anticipate,' 'believe,' 'estimate,' 'expect,' 'intend,' 'plan,' 'continues,' 'seek,' 'target,' 'focus,' 'probably,' or similar expressions, we are making forward-looking statements. Such statements are based upon the current beliefs and expectations of the Company's management and are subject to significant risks and uncertainties. Actual results may differ from those set forth in the forward-looking statements. All forward-looking disclosure is speculative by its nature.

A number of risks and uncertainties that could cause actual results to differ materially from the results reflected in these forward-looking statements are identified under Risk Factors in Item 1A of our Annual Report on Form 10-K and in our subsequent filings. Copies are available online at www.sec.gov or www.wtwco.com. The risk factors described in our filings are not the only risks and uncertainties that we face. Additional risks and uncertainties that are presently unknown to us could also impair our business operations, financial condition or results.

Although we believe that the assumptions underlying our forward-looking statements are reasonable, any of these assumptions, and therefore also the forward-looking statements based on these assumptions, could themselves prove to be inaccurate. Given the significant uncertainties inherent in the forward-looking statements, our inclusion of this information is not a representation or guarantee by us that our objectives and plans will be achieved.

Our forward-looking statements speak only as of the date made and we will not update these forward-looking statements unless the securities laws require us to do so. In light of these risks, uncertainties and assumptions, the forward-looking events discussed in this document may not occur, and we caution you against unduly relying on these forward-looking statements.

Policy Statements

Each of the following statements is a statement of general policy. It is possible that specific circumstances in our global operations may differ from those described in our policy statements.

Willis Towers Watson public limited company and its subsidiaries (“WTW”) is a leading global advisory, broking and solutions company that provides data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving more than 140 countries and markets, we help organizations sharpen strategies, enhance resilience, motivate workforces and maximize performance. Our purpose is to transform tomorrows - this extends to our own sustainability position and impact. Our clients, colleagues and other stakeholders expect us to conduct business with integrity, in an environmentally and socially responsible manner and with the highest ethical standards. Providing disclosures, like this report, is just one way we plan to help create additional clarity for our stakeholders on our sustainability position and impact.