

In December 2009 FINRA Rule 4370 went into effect and represents a consolidation of former NYSE Rule 446 and NASD Rules 3510 and 3520. FINRA Rule 4370 requires that member firms establish and maintain business continuity plans (BCPs) that are reasonably designed to enable the firm to meet its obligations to clients in the event of a sudden business disruption. The rule also requires that firms conduct an annual review of their BCPs to determine whether modifications are necessary in light of material changes to their operational environment.

## **BCP Requirements as Defined by FINRA Rule 4370**

### **DATA BACKUP AND RECOVERY**

William Blair & Company, L.L.C. provides asset custody and clearance and settlement of securities transactions for private clients through a partnership with an industry leading clearing services provider. The vast majority of firm data is stored electronically; this data is replicated in near real time to our datacenter sites and backed up in accordance with industry standards. Hard copy data is moved off-site on a regularly scheduled basis.

### **IDENTIFICATION AND BACKUP OF ALL MISSION-CRITICAL SYSTEMS**

William Blair & Company has analyzed its business lines to identify the applications and technologies that are essential to each of the firm's businesses. As part of William Blair & Company's multi-datacenter strategy, William Blair has built IT Infrastructure including two off-site datacenters that have production capabilities and replicate in near-real time to allow suitable recovery of critical applications and systems. In addition to William Blair's multi-datacenter approach, the firm has enhanced the resiliency surrounding end-user devices for personnel in critical positions or for key processes. The firm has accomplished this by implementing the Fortified Home Office (FHO) capability. This capability enhances the resilience of the remote work environment by implementing redundancies relating to power supply, internet connectivity and device availability.

## **FINANCIAL AND OPERATIONAL RISK ASSESSMENTS**

### **Operational Risk**

William Blair & Company regularly assesses its exposure to risks associated with a changing operational environment. When material changes affect the production environment, they are accounted for within the business recovery plan. The firm has proactively identified the staff, systems, and procedural requirements necessary to continue to meet its operational obligations when operating from a remote work environment.

### **Financial Risk**

William Blair & Company regularly assesses its exposure to the financial and credit risks associated with a changing marketplace. The staff, systems, and data required to make this assessment have been identified and contingencies have been implemented to maintain this level of risk management in the event of a significant business disruption.

## **ALTERNATE COMMUNICATIONS BETWEEN CLIENTS AND THE FIRM**

Several contingencies have been implemented to ensure that the firm can communicate with its clients in the event of a sudden business disruption

- If an employee is working remotely his or her extension will be routed to a voice mail system that is managed by the employee.
- Applications containing client contact information are considered mission critical and recovered as a priority.
- Clients will also have access to information at the firm's website ([www.williamblair.com](http://www.williamblair.com)).

## **ALTERNATE COMMUNICATIONS BETWEEN THE FIRM AND ITS EMPLOYEES**

Several contingencies have been implemented to ensure that the firm can communicate with its employees in the event of a sudden business disruption.

- A mass notification system has been implemented to notify all employees in the event of an incident.
- Each employee has been provided an Emergency Reference Card that contains emergency response related information.

## **DISRUPTIONS TO THE WORKFORCE/WORKPLACE**

William Blair & Company's Business Continuity Plans address the relocation of the firm's workforce and workplace to expedite recovery to normal business operations in the event of:

- A temporary or extended impact to William Blair's workforce.
- A temporary or extended disruption of access to the workplace
- Other Business Operations

## **CRITICAL BUSINESS CONSTITUENT, BANK, AND COUNTER-PARTY IMPACT**

William Blair & Company has identified the third parties that are critical to sustaining the firm's business. The firm has implemented contingency plans for these constituents that would allow the firm to continue operations in the event that William Blair & Company or the third party experienced a significant business disruption.

## **REGULATORY REPORTING**

Regulatory reporting is provided by William Blair & Company using various brokerage processing system reports and data from the firm's financial, client, and employee databases. These systems and databases have been identified and incorporated within the firm's Business Recovery Plan. In the event that an incident disrupted the firm's normal means of filing this data with the regulatory agencies, William Blair & Company would confer with each affected agency to identify and use the means of delivery that is closest in speed and form to the firm's previous filing method.

## **COMMUNICATIONS WITH REGULATORS**

William Blair & Company has documented within its Business Recovery Plans the need and means by which it will coordinate daily conference calls with regulatory agencies.

## **HOW WILLIAM BLAIR & COMPANY WILL ASSURE CLIENTS PROMPT ACCESS TO THEIR FUNDS AND SECURITIES IN THE EVENT THE FIRM DETERMINES IT IS UNABLE TO CONTINUE ITS BUSINESS**

If William Blair & Company were unable or unwilling to continue its business, client assets would be transferred to one or more brokerage firms through the firm's common clearing platform. Clients would be notified accordingly and provided with instruction on how to access to their funds and securities following the transfer.

William Blair & Company provides multiple means to ensure that clients are informed of this requirement and the firm's full compliance with all industry rules and regulations. This summary document is posted on the firm's website and distributed to all new accounts. Documentation of William Blair & Company's business continuity plan is available to our clients upon request. The plans and the plan summary document are subject to modification; updates will be reflected in the plan summary document posted on the firm's website. For more information please contact the Business Continuity Program Office at [BCPO@williamblair.com](mailto:BCPO@williamblair.com).

William Blair & Company is a member of the FINRA, NYSE, and SIPC.

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