

ROADMAP FOR BUSINESS RESILIENCE

Action Plan



| STRATEGIC PRIORITY | TASK | MILESTONE | BY WHO | WHEN | COST |
|------------------------|------|-----------|--------|------|------|
| Financial Perspective | | | | | |
| Information Technology | | | | | |
| Operational Excellence | | | | | |
| People Experience | | | | | |
| Customer Experience | | | | | |

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