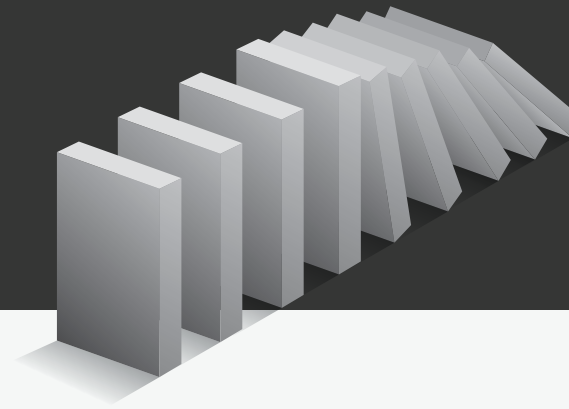


BUSINESS CONTINGENCY PLAN

Ready for Disruptions in **4 Steps**



1

ASSESS THE RISKS

Walk your entire facility and consider all potential crisis scenarios, such as:

- What will you do if there's a fire? or flooding?
- Will you be able to operate and deliver a product without communication systems or computers? Is there a strong cell phone signal at your facility?
- Will it be safe for employees to work without lighting, A/C, elevators, etc.?
- Are raw materials, inventory, packaging, etc. protected from high water, fire damage, and other damage?

Also consider larger issues, such as:

- Whether your employees will be able to get to work
- The minimum number of staff needed to operate
- Your ability to make and receive payments for products and services during the outage.

2

ADDRESS THE RISKS

Based on the vulnerabilities identified in Step 1, create an action plan for mitigating disruptions before they happen, and after they've struck. Focus on PERSONNEL, POWER, and PROPERTY. This includes:

Personnel:

- Discuss and distribute copies of emergency evacuation plans.
- Assemble an emergency supply kit.
- Make arrangements for backup, crisis communications (via satellite phone, for example) and remote work.

Power:

- Consult a certified electrician to determine an appropriate generator system based on your peak or critical load, utility service amperage, supply voltage, and phase sequence.
- Identify and prepare a suitable generator location protected from the elements.
- Secure a generator and necessary accessories from an experienced power provider such as Worldwide Power Products.

Property:

- Place surge protectors behind all important equipment. Install emergency lighting and/or assemble portable lighting and batteries.
- Make arrangements for secure, non-powered entrance and exit to the facility during an outage.

3

DELEGATE

With your crisis plans created, assign responsibilities to the appropriate team members so that everyone's role is clear to the entire team. Example positions may include:

- Business Continuity Team Lead
- Crisis Communications Lead
- Employee Emergency Training Lead
- Community Outreach Lead

4

PRACTICE

Test your response procedures and times by simulating a crisis, complete with a switch over to emergency backup power, if possible. If there are any bottlenecks or confusion, take action to adjust the plan and update all documentation accordingly.