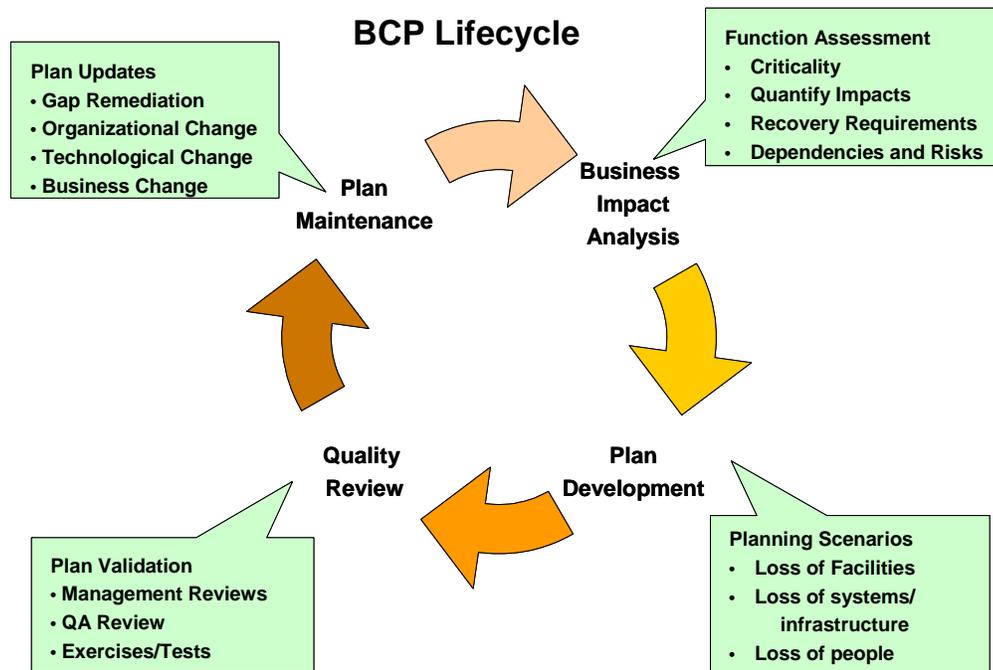


A to Z Company Business Continuity Plan (BCP)

Last Updated: 09/14/2006

KEEP A COPY OF PLAN OFFSITE SO IT IS ACCESSIBLE



Business Impact / Risk Assessment

1. RISKS - Most Likely Crisis Situations or Impacts to Our Company
 - a. Power Outage
 - b. Systems Outage
 - c. Snow Storm
 - d. Building Outage (Fire, Tornado, etc)
 - e. Pandemic

2. KEY SERVICES OR PRODUCTS PRODUCED
 - a. Highest Priority (large impact to company if unavailable)
 - i.
 - ii.
 - b. Medium Priority (some impact to company if unavailable)
 - i.
 - ii.
 - c. Low Priority (minimal to no impact if unavailable)
 - i.
 - ii.
 - iii.

3. DEPENDENCIES
 - a. What products/raw materials are we dependent on to keep our key services or products available?
 - i.
 - ii.
 - b. What vendors are we dependent on to keep our key services or products available?
 - i.
 - ii.

To-Do's / Checklists:

(use your Risks identified—all risks/one plan)

Things to do in a POWER OUTAGE:

-
-
-
-

Things to do in a INFLUENZA PANDEMIC: (examples follow; edit to meet your organization's needs)

Phase 3 – Pandemic Alert Activities

Objective: Establish a plan; Educate the organization; Understand next steps; Gain management commitment

- Disseminate information to employees about your pandemic preparedness and response plan.
- Develop strategies for prevention in customer contact areas.
- Determine what near-term HR policy changes may be required (To be at the end of each phase for the subsequent phase).
- Identify community resources for obtaining counter-measures (e.g. vaccines and antivirals).
- Identify sources for general health education and contacts. Local contacts aligned to the larger population areas and key critical areas (e.g. National City in SW Michigan aligns with larger population area, Kalamazoo County).
- Obtain Pandemic Preparedness statement from all vendors providing critical services. Identify critical suppliers and validate their preparedness plans.
- Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites).
- Determine preventive care procedures.
- Develop policies for social distancing (no meetings, personal spacing...).

Phase 4 – Pre-Pandemic Activities

Objectives: Prepare for imminent activities; Execute preventative actions; Confirm resources for near-term activities

- Provide cleaning supplies and janitorial practices within facilities.
- Prepare document to be shared with vendors and corporate customers who need to know our plans.
- Determine proactive preventative care that can be offered to employees.
- Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).
- Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).

- ❑ Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza symptoms).
- ❑ Implement guidelines to modify the frequency and type of face-to-face contact among employees and with customers.
- ❑ Identify critical suppliers and validate their preparedness plans.
- ❑ Identify essential critical functions required to maintain business operations by location and function during a pandemic.
- ❑ Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/ products, and logistics) required to maintain business operations.
- ❑ Identify roles that could be executed from alternate locations, identify technology related additional needs.
- ❑ Identify workloads that could be moved to off shifts.
- ❑ Develop visitor and delivery restriction policy.
- ❑ Establish policies for evacuating employees working in or near an affected area, and guidance for employees returning.
- ❑ Develop plans for adequate critical infrastructure to support increased levels of remote access.
- ❑ Implement strategies for delivery of mail, packages and equipment.
- ❑ Implement strategies for prevention in customer contact areas.
- ❑ Implement revised policy for required vs. optional attendance at work.
- ❑ Implement what near-term HR policy changes may be required.

Phase 5 – Pandemic Outbreak Activities

Objectives: Implement restrictive practices; implement medical care activities; prepare for high absenteeism

- ❑ Implement and enforce policies changes.
- ❑ Implement strategies for work force replacement.
- ❑ Implement prevention policies for work locations. Include use of hand sanitizers, masks and gloves.
- ❑ Develop plans for work locations, sequestering and activation of backup facilities.
- ❑ Identify alternate workforce options.
- ❑ Implement adjusted policies for impacted area.

Phase 6 – Maximum Disruption Activities

Objectives: Crisis Management; Support most critical services; Support affected employee base; Restore impacted services

- ❑ Implement screening stations and post signage.
- ❑ Implement plans to close non-critical common areas such as cafeterias.
- ❑ Train and prepare ancillary workforce (e.g. contractors, employee in other job titles/descriptions, retirees).
- ❑ Adjust work process to maximize ability of work at home staff.
- ❑ Non-critical functions need to be put on hold and all available staff needs to be redirected to areas affected by high absenteeism.
- ❑ Reduce the number of open, active sales/service locations and consolidate staff.

Key Vendors Needed (for Resources, Supplies, Systems, Software and Services):

Company	Contact Name	Work Phone	Cell Phone	Address	Services or Products Provided

Key Customers to Notify/Keep Informed:

Customer / Company Name	Contact Name	Work Phone	Cell Phone	Address	Services Provided

Recovery Location (alternate location we could work from or reroute our work to):

Location Name	Contact Name	Work Phone	Cell Phone	Address	Services We Could Perform Here

Critical Systems and Applications Needed for Key Services/Products:

Software	Version	System Platform	Vendor	Vendor Phone	For what Service / Product

Plan Attachments

Attach any supplemental information or materials to aid in the recovery or contact. (indicate below what they are).

- Lists of supplies/resources (e.g. from a purchase order)
- Agendas for assessment meetings
- Vendor or Customer lists from another file/database
- Procedures (normal operating or workaround/emergency procedures)
- Forms for key information to track during recovery (e.g. status of employees, logs for tracking decisions and actions taken during recovery, how to reroute phones, diagrams of building, etc.)

Quality Reviews & Plan Maintenance

Quality Reviews:

Last Date Planned Reviewed by Management: September 14, 2006

Personnel that reviewed plan: Sandy Adams CEO; Joe Smith SVP, Alice Baker – Production Manager

Exercises/Tests:

Date of Exercise: September 14, 2006

Type of Exercise: (Tabletop, Simulation, Alternate Space, Systems Recovery, Call Tree, etc.)

Participants: Sandy Adams CEO; Joe Smith SVP, Alice Baker – Production Manager

Key Lessons Learned:

- 1.
- 2.
- 3.

Updates to Plan:

Date Last Updated: September 14, 2006

Key Changes from Update:

- 1.
- 2.
- 3.