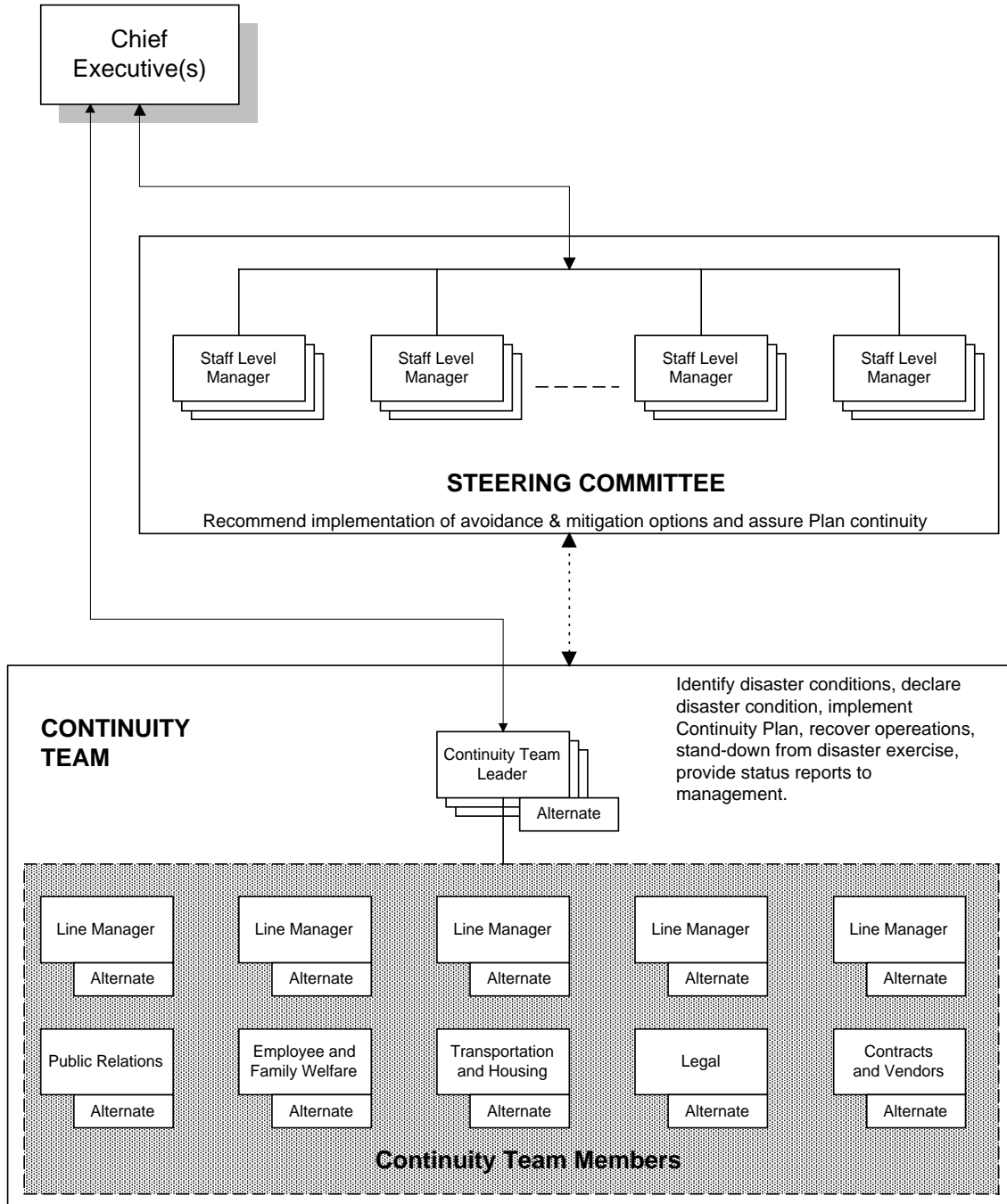


Organization

Organization chart



Special Services Continuity Team Members

Customer relations	
Employee & Family Welfare	
Historian	
Housing & Transportation	
Legal	
Public relations	
Vendor relations	

Job Functions

Continuity Team Members

Line Managers and alternates

Line managers and their alternates are responsible for, *in order*,

1. identifying potential or actual disaster conditions within their management area
2. alerting the Continuity Team Leader or alternate that a disaster condition in the manager's area is imminent or present
3. implementing Continuity Plan actions for the management area
4. providing status information to the Continuity Team Leader in a timely manner.

Special Services

Special services team members and their alternates perform specific duties at the request of the Continuity Team Leader.

Customer relations: Informs customers that a disaster condition has been declared, that the Continuity Plan has been implemented and that resumption of all business activities is anticipated within a specified timeframe. The customers will be advised of any anticipated delays/interruptions in product delivery.

Employee & Family Welfare: Works with employees and families to reduce anxieties, particularly for personnel assigned to Continuity Plan activities. If employees are temporarily assigned to out-of-area locations and cannot take their families, this person or alternate will do whatever necessary to assure that all job-related concerns are addressed (e.g. insurance, pay check arrival, etc.).

Historian: Records, both in writing and pictorially, activities undertaken during the Continuity Team's activities. The historian and alternate are responsible for maintaining a "paper trail" of all expenses. Additionally, the historian and alternate will maintain a log of Continuity vendor responses so that vendors may be rated following stand-down.

Housing & Transportation: Responsible for all out-of-town requirements including transportation to/from a remote Continuity site, and housing, food, and other necessities at the remote site.

Legal: Assure that all commitments are met or otherwise resolved.

Public relations: Notifies media of the nature of the disaster condition, that a Continuity Plan is being implemented, when full operation is expected to resume. For public companies, notifies all agencies and boards according to the rules governing the company's public offerings (e.g. Securities and Exchange Commission, stock exchange).

Vendor relations: Contacts vendors to advise them of the disaster condition and when normal operations are expected to resume. Advises vendors of any anticipated delays in accepting ordered products or payment for those products. If payment delays are anticipated, Legal (above) will be involved with delayed payment arrangements with individual vendors.

Continuity Team Leader

The Continuity Team Leader coordinates Continuity Plan activities.

The Continuity Team Leader and alternate are responsible for declaring a multi-business function disaster condition (e.g. any disaster condition that will have impact beyond one business function). The leader is responsible for declaring the stand-down.

The Continuity Team Leader and alternate are directly responsible to, and reports to, the Chief Executives and has a dotted-line relationship with the Steering Committee members for whom he serves as a Subject Matter Expert. During the period when the Continuity Plan is invoked, the Continuity Team Leader or alternate will make regular status reports to the Chief Executives.

The Continuity Team Leader and alternate also may have responsibilities for any other Continuity Team function (e.g. a business function line manager or alternate); however, this is **not** recommended.

Steering Committee members

Steering committee members report to the Chief Executives.

Steering committee members are responsible for recommending avoidance and mitigation policies and procedures, for assuring the business functions for which they are responsible are correctly described in the Continuity Plan, for assuring the Continuity Plan is current for their areas of responsibility, and that personnel from their areas of responsibility participate as members of the Continuity Team.

Chief Executives

Chief Executives insure that the Continuity Plan is enthusiastically embraced by all personnel.

Chief Executives have responsibility for approving and funding avoidance and mitigation recommendations, and for funding recovery operations in the event of a disaster condition.

Chief Executives are responsible for Continuity Plan testing and maintenance through direction to the Continuity Team Leader or alternate.