

Disaster Recovery Plan

Preparedness

FRMS understands that disasters and emergencies can happen at any time, without warning. Given the critical nature of the service our company provides and the personal and confidential information we protect, we understand that while we cannot prepare for every incident, we can establish an immediate response protocol to how the incident will be approached and communicated.

Objectives

The objective of this plan is to ensure effective management of emergency resources involved in preparing for and responding to the interruption of business operations resulting from emergencies, disasters and other unplanned events. The priorities of the incident leader are:

Protect staff and visitors – minimizing loss of life and injuries:

- Notify employees to avoid the at-risk/damaged facility
- Establish fire and tornado (or other weather events) protocols for the facility
- Post evacuation plans for the facility

Protect property and minimize additional damage or loss:

- Assess damage
- Secure buildings, equipment and material when and as soon as possible
- Mobilize insurance efforts if necessary
- Deploy third party contractors

Maintain or restore operations:

- Communication and data management files and software are backed-up, protected and available within hours of a shutdown
- Assess whether trucks and equipment are operational and begin restart of service as main office functions may be performed remotely
- Assess damage and initiate measured response

Critical Personnel

FRMS has an established chain of command in the event of a disaster or emergency. Upon immediate discovery of an incident, the employee should contact the incident response leader. The incident response leader will then contact the highest-ranking officer in the company. This chain of command is as follows:

1st – General Manager

2nd – President/Owner

The employee serving as incident leader will determine what essential personnel/tasks require activation and provide further instructions on the action plan, meeting time and location.

The following leadership positions are considered essential personnel:

Executive Leadership

- President/Owner
- General Manager
- Operations Manager

Essential Personnel

- All Drivers
- Warehouse Employees
- Executive Assistant

Onsite Incident Management

Overall management and coordination of incident operations should involve:

- Coordinating and maintaining communication with appropriate federal, state and other local governmental agencies and appropriate private sector organizations
- Requesting and allocating additional resources and related support – insurance
- Using communication systems
- Preparing and disseminating emergency information to the public or to specific customers impacted
- Managing the movement of persons in the event an evacuation is ordered
- Collecting, evaluating and disseminating damage information and other essential data
- Restoring essential services

Communications

The phone system for FRMS, including the three critical incoming lines, automatically transfers and rings to the cell phones of the Executive Assistant, General Manager, Operations Manager and President. There will be no communication failures as it pertains to our phone system. This phone system also includes SMS Messaging capabilities so customers also have the ability to text any of the above employees if their own phone systems have failed but cell phone service remains intact.

Additional assistance may be available from All-Star Communication's service department.

- Phone: 260-969-4600
 - Account Name: FederalRecords
- Email: HelpDesk@teamallstar.com

There will be a seamless return to normal operations once the building is safe for occupancy.

First Response Resources

Identify the alternate site for the initial meeting of essential personnel

- Meeting place for initial meeting is the residence of the General Manager (address has been removed for the purpose of this proposal)

Dependent on the nature and extent of the emergency, alternate locations for temporarily restoring operations

- Office functions may be completed remotely so essential personnel will use their residences as alternate locations in the event the building is unsafe to occupy

Alert insurance agency:

The DeHayes Group
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Fort Wayne, IN 46825
Jeffrey Pickel, CEO/Partner
jeff@dehayes.com
Direct Contact: 260.969.1315

