

ActOne Group Emergency Preparedness Plan

A disaster is any natural or manmade event that would prevent one or more of our companies within the ActOne Group from performing any time-sensitive critical-business activity. The purpose of **Business Continuity Planning (BCP)** is to allow our time-sensitive critical business operations to continue with minimal interruptions and inconvenience to our clients or temporary associates in the event of a disaster. The BCP Committee has designed this Emergency Response Plan to prepare, guide, and protect employees during emergency situations, including, but not limited to, for example, fires, natural disasters, and bomb threats.

Disaster Declaration

Declaring a disaster is a critical stage that mobilizes company resources to address the problem.

A disaster should be declared for any event, natural or manmade, that meets one or more of the following criteria and that effects our ability to perform time sensitive processes:

- People: Poses an actual or possible threat to safety/health of staff/clients
- Places: Major facilities disabled (e.g., headquarter buildings, colocations)
- Things: Projected extended loss of critical systems (e.g., phones, email, WAN, Internet ERP, OA, etc.)

WHEN A DISASTER OCCURS THAT AFFECTS YOUR OFFICE YOU MUST IMMEDIATELY CALL (877) 449-4648 AND/OR E-MAIL bcp@ain1.com. THIS WILL BEGIN THE DISASTER DECLARATION AND EMERGENCY RESPONSE PROCESSES. INTERNALLY THROUGH INTERACT YOU HAVE ACCESS TO THE [Interact - BCP SharePoint Portal](#). YOU CAN ALSO MONITOR THE BCP WEBSITE FOR UPDATES AT www.A1bcp.com.

Who can declare a disaster? The ActOne Group President, CEO, or CFO can unilaterally declare a disaster. If unavailable, any other two members of the BCP Steering Committee can declare a disaster.

How will communication be handled after a Disaster Declaration? Any communication to internal employees, clients, and/or temporary associates shall be handled by a designated representative from the BCP Steering Committee. All communications must be reviewed by Legal, Risk Management, and Human Resources prior to being disseminated. When needed, the VP of IT, Director of Lease Development & Facilities, Facilities & Development Supervisor, and the VP of Marketing will update the BCP website with the approved language, posting announcements and issuing directives based on declarations and assessments. BCP Committee will be notified when a new posting has been made, by the designee. The public BCP website will be external to our corporate infrastructure. Separate BCP sites will be available for internal employees and temporary associates. A phone line will also be available for communication at (877) 449-4648.

During the disaster/emergency the Office Manager/Department Head and VP/RVP/DVP will coordinate communication with the BCP Committee and the corporate office. The Office Manager/Department Head will have the primary responsibility for responding to and coordinating emergency situations.

Emergency Planning Activities

All employees should review and follow these procedures. Supervisors must ensure that their employees are familiar with these procedures and shall review these procedures with each employee covered by this plan (i) upon the employee's hire, (ii) when an employee's responsibilities under this plan changes, and (iii) following any updates to this plan. Employees should tell their supervisor about disabilities that may require special accommodations when carrying out emergency evacuation plans. The supervisor is responsible for working with the employee to develop accommodations that will allow the employee to evacuate safely. For instance, co-workers may be assigned to assist employees in wheelchairs. Supervisors shall be responsible for designating and training employees to assist in a safe and orderly evacuation of other employees as may be required under this plan.

The ActOne Group's objective is "ZERO" occupational injuries and illnesses, and this goal also applies to a crisis. Supervisors are in charge of maintaining an **Emergency Contact List** for all employees. In addition, key **Emergency Contact** Numbers should be posted for each office to include Fire, Police, Ambulance, Security Alarm Company, Utilities (Gas and Electricity) and the Property Management Company (where applicable).

In the event of an emergency, it is crucial to prevent havoc when a disaster occurs. While no plans or preparations can address every eventuality, the following, **Emergency Planning Checklist** may be helpful when developing a **detailed preparedness plan**, which must be in place at each and every ActOne Group facility. The **Emergency Planning Checklist** includes:

- Emergency Response Team
- First Aid Kit & Safety Equipment
- 72-Hour Supplies (employee provided)
- Facility Awareness Training
- Personnel Response Issues

Emergency Response Team

- Select key people based on their frequent presence, ability to remain calm during a crisis, and special emergency skills they possess
- Distribute a list of this Emergency Response Team to your staff

First Aid Kit

- Make sure you have a well-stocked First Aid Kit. It should include the basics: bandages, sterile gauze, cotton, alcohol, eyewash, antibacterial cream, scissors, tweezers, aspirin and non-aspirin.
- First Aid kits and refill supplies can be purchased through Office Depot or other officially approved merchant. Some government or charitable organizations can provide as well, for example in the US, the American Red Cross (www.redcross.org) and OSHA (www.osha.gov) can provide further information on specific contents required.

Safety Equipment

- Conduct an inventory of the existing emergency supplies, equipment, and information. Gather the items to a central storage area or document their locations.
- Check the dates of any items that may expire in the future, including medicine and fire extinguishers.

- Verify that batteries work, and backup power supply is operational.

72-hour Personal Survival Kit – Individual Preparedness

Make sure you have sufficient supplies for emergencies that require confinement to the building for 72 hours. Employees may keep an individual 72-hour kit in their desks, near their workstations or in their car. However, it is advisable that employees have a separate kit for the workplace and a separate kit for travel.

Recommended 72 hours supplies:

- Water
- Food (non-perishable and long shelf life, e.g. food bars)
- Small first aid kit
- Blankets (for shock or extreme weather)
- Essential medication
- Flashlight with extra batteries
- Small portable radio with extra batteries
- Spare pair of eyeglasses
- During an emergency, collect battery-operated radios and cell phones

Handy supplies for branch/department to keep on hand:

- Store plastic sheets or large trash bags to be used to protect equipment from water damage, including from fire sprinklers
- Tools and instructions to shut off utilities (where applicable)
- Store a copy of your office's emergency procedures including instructions for building evacuation and recovery task responsibilities

Recommended supplies to be kept in the trunk of your car:

- Water (three-day supply, heat resistant and long shelf life)
- Food (non-perishable, heat resistant and long shelf life)
- Basic First Aid Kit
- Essential medication
- Flashlight with batteries
- Flares / light sticks
- Fire extinguisher – A-B-C Type
- Emergency space blanket (lightweight and compact) or sleeping bag and warm jacket
- Poncho (rain and wind protection)
- Walking Shoes
- Change of clothes
- Whistle
- Small package of tissues
- Pre-moistened towelettes
- Sanitation supplies

Facility Training

Survey your facility with an eye toward what might cause a problem during an emergency situation.

Does any of the following apply to your office?

- Heavy objects that may fall?
- Obstructions to hallways or fire exits?
- Rooms with locked doors?
- Do you have a gathering place for the employees in the office that is the most ventilated and structurally sound?

Personnel Issues

Consider what training is necessary for key safety personnel and then expand emergency training to everyone else.

- Train key personnel in fire and earthquake response, first aid and emergency preparedness.
- Make sure key staff can be identified in an emergency (Corporate will provide safety vests)
- Have all staff provide emergency contact information to be kept in personnel files (update at least annually)
- Have important phone numbers available in a central location in the office. Such as:
 - Utilities (electrical, gas, water, and phone companies)
 - Outside emergency services (police, fire department, ambulance service)
 - Hospital
 - Safety Department
 - Poison Control Center
 - National Response Center (1-800-424-8802)
 - Regional EPA Office
 - OSHA Area Office
- Know who may require special assistance to exit the floor during an emergency
- Train all staff in politely escorting unknown guests from secured areas of the floor
- Develop and train on a plan in the event of a dangerous intruder. This can include a map of all lockable doors and escape routes, as well as an agreed-upon term to broadcast over the paging system to alert staff to eminent danger
- Know who is the best person in your organization to communicate with an agitated customer or staff member
- Add the building security number to telephone speed dials
- Require participation at safety meeting and drills
- Make available optional safety training materials and videos
- Invite Community Police to do a presentation on neighborhood and office safety

Remote Work Locations

Ensure that all remote employees have access to company emergency procedures and contact information. Maintain updated lists of all remote workers and their locations. Encourage remote employees to create and share personal emergency plans, including alternative communication methods in case of power or internet outages. Provide resources for setting up a secure and safe home office environment, including proper ergonomic setups and safety equipment. Schedule regular virtual

safety training and drills to keep remote workers prepared for various emergencies. Implement a check-in system to confirm the safety and well-being of remote employees during and after an emergency.

Branch Operations Preparation

It is important that the guidelines below be followed on a consistent basis, so the Branch is prepared in the event of an emergency. When an emergency occurs, our computers may become inoperable, and we still have to pay our temporary employees. Clients will still submit orders, and applicants will still need jobs.

- Distribute Company Emergency Preparedness Information document annually to all Team Members.
- Run key reports and upload to Branch's MS Teams channel for access should OANet become unavailable.
 - Client Listing by Status – Run report for Active, Inactive, Prospect, and Mapped Clients ran monthly for last 10 years. Discard the previous report each time you run a new one.
 - Placement Activity Log for all ACTIVE assignments run each Monday, backdated so you get everything you need. Each time you run a new report, you can discard the report from the week before.
 - Complete People Management Report run monthly. Keep all People Management Reports.
 - Sales Trending Report for the last 3 months monthly.

When an Emergency Occurs

When there is a fire or other emergency that poses immediate danger to people or property, call your local emergency number (i.e. for the USA – 911, for International please see Appendix A) and sound the fire alarm if you can do so safely before evacuating. Follow emergency evacuation procedures. Remain calm, notify others, and respond to the emergency as appropriate. Procedures for responding to specific types of emergencies are described below. Do not attempt to handle emergency duties—e.g., firefighting—for which you do not have training.

When you call your local emergency number (i.e. for the USA - 911, for International please see Appendix A) to report an emergency, provide the emergency dispatcher with the following information:

- The street address for your location.
- The building or area name where the emergency response is required.
- The location within building or area.
- A brief description of the emergency.

Unless there is a risk to your safety, remain on the line until told by the emergency dispatcher to hang up.

The following numbers should be posted near telephones and in other conspicuous locations:

- Outside emergency services (police, fire department, ambulance service)
- Hospital
- Risk Management
- Poison Control Center
- Your National Response Center (for the USA: 1-800-424-8802)
- Please see attachment A for International numbers

Evacuation Procedure

Each building has a written emergency evacuation procedure. Floor plans indicating exits and fire extinguisher accompany each of these procedures. The floor plans are posted in each office. If you do not have a posted emergency evacuation procedure plan reach out to Facilities or the property landlord directly to obtain one. Supervisors are responsible for ensuring that employees know the location of fire extinguisher, fire exits, and alarm systems in the area in which they work.

If a fire emergency exists, employees should immediately activate the building alarm by pulling a pull station. Pull station locations can be found on the floor plans. Employees should evacuate all rooms, closing all doors to confine and reduce the fire and to reduce oxygen. **DO NOT LOCK DOORS.** If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews.

When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same. Smoke is the greatest danger in a fire. If you must pass through a smoke-filled room, stay near the floor where the air may be less toxic.

Leave the building using the nearest exit. Once you are outside the building, move to the assembly area for that building. Once you are safely evacuated and gathered in the assembly area notify Corporate of the evacuation by calling Facilities at (800) 872-2677 x996000 or (877) 449-4648. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. Supervisors should determine if any employees are missing. If so, immediately report missing employees to the First Responders on scene. VP of Human Resources should also be notified of any missing employees.

Emergency Medical Treatment

Emergency medical treatment or first aid may be required during or after an emergency. Employees who have been trained to provide first aid must remember the following:

- Avoid panic.
- Inspire confidence.
- Do only what is necessary to stabilize an injured employee's medical condition until professional help arrives.

Employees who are first to arrive on the scene of a medical emergency should follow these guidelines:

Assess the situation: Can you safely approach the victim? If not, what can you do to help without threatening your own safety? Determine what is wrong with the victim.

Set Priorities and call for emergency: Is the victim conscious? How serious is the victim's condition? Should you call for help immediately or do you need to attend to the victim? Can someone else call emergency medical services so the victim is not left alone? If no one else is available, decide if it is more important to administer first aid immediately or to call emergency medical services and leave the victim unattended. Never leave a victim in a life-threatening situation without trying to first stabilize the victim's condition. Stay with the victim until emergency medical personnel arrive.

Shock commonly accompanies injuries or severe emotional distress. Symptoms of shock include the following:

- Cold, clammy skin.
- Pale skin tone.
- Shallow breathing.
- Chills.

Follow these steps to assist shock victims:

- Call emergency personnel.
- Keep the victim lying down.
- Maintain an open airway. If the victim vomits, turn the head sideways and the chin downward.
- Elevate the victim's legs.
- Keep the victim warm.
- Reassure the victim.

Fires

If you see a fire or smoke, take the following steps:

- Activate the alarm to begin evacuating the building.
- If you are not in immediate danger, call your local emergency number (i.e. for the USA - 911, for International please see Appendix A) to report the fire. Provide the operator with the building or area name, the approximate location of the fire, the size and type of fire, and your name.
- If you are formally trained in firefighting techniques and are not in imminent danger, you may attempt to fight a fire that is small and controllable. Do not place yourself or others in unnecessary danger.

Exit the building by following posted evacuation routes. Proceed to the designated assemble location.

Do not use elevators in an emergency.

- If you must exit through smoke, crawl low under the smoke to escape
- If you are escaping through a closed door, feel the door before opening it
- If it is hot, use an alternate route
- If smoke, heat, or flames block your exit routes, stay in the room with the door closed. Signal for help using a bright colored cloth at the window. If there is a telephone in the room, call the fire department and tell them where you are.

Once you are safely evacuated and gathered in the assembly area notify Corporate of the evacuation by calling Facilities at (800) 872-2677 x996000 or (877) 449-4648. Employees must receive permission from their supervisor or the local city emergency service officials before re-entering the building.

For International specific guidelines by country, please see Attachment B.

Wildfire

In the event of wildfire, employee safety begins with preparation. All staff should be familiar with their local emergency evacuation plan, including designated exits, assembly points, and communication protocols. Keep a personal emergency kit at your workstation or in your vehicle, stocked with essentials such as water, non-perishable food, medications, important documents, and protective gear like N95 masks to guard against smoke inhalation.

If evacuation becomes necessary, follow instructions from emergency personnel, avoid smoke-filled areas, and assist others if it is safe to do so. For those sheltering in place, close all windows and doors, seal gaps with damp towels if needed, and switch HVAC systems to recirculate indoor air to minimize smoke exposure.

Employees should also stay informed through local alerts and official updates. Use tools like the EPA's AirNow app to monitor air quality and adjust activities accordingly. Supervisors are encouraged to allow remote work when air quality deteriorates or evacuation orders are issued.

For those in leadership roles, ensure that emergency contact lists are current and that all team members are accounted for during and after the incident.

For International specific guidelines by country, please see Attachment B.

Bomb Threats

If you receive a bomb threat over the telephone, remain calm and act courteous. If possible, notify another person to listen on another extension. Take notes on the caller's threat, tone, voice characteristics, and background noise.

If the caller seems willing to talk, try to find out as much as possible about the caller and the threat. Ask questions, such as:

- When will the bomb go off? How much time remains?
- Where is the bomb located?
- What kind of bomb is it?
- How do you know about this bomb?
- What is your name?
- Do you know that there are people in the building who could be hurt or killed?

Take the following steps after the caller hangs up:

- Hang up the phone. Immediately, before the next call comes in, dial *57. Listen and write down what the recorded message says
- Hang up the phone, pick up the phone and dial *69. Listen and write down what the recorded message says
- Call the police department by dialing your local emergency number (i.e. for the USA - 911, for International please see Appendix A) and report the following information:
 - Your name.
 - The location and telephone number from which you are calling.
 - A description of the bomb threat.
 - The exact time you received the call.
 - The location of the device, if known.
 - The type of device, if known.
 - The information you received after dialing *57 and *69.
 - Any other information from your notes.
- Inform your supervisor and building security.

The police department can assist you with further instruction on necessary evacuation procedures. If you are required to evacuate, follow the evacuation procedures outlined in this information to promote as much safety as possible. Once you are safely evacuated and gathered in the assembly area notify Corporate of the evacuation by calling Facilities at (800) 872-2677 x996000 or (877) 449-4648.

For International specific guidelines by country, please see Attachment B.

Weather Emergencies

The Company Offices may be subject to the following weather emergencies:

- Tornadoes and high winds.
- Lightning.
- Winter weather.

During a **tornado warning or high winds**, employees should move to places of maximum protection, such as the interiors of buildings and the lowest floor possible. Keep away from windows. Assist disabled workers in moving to these locations. Await specific instructions from your supervisor or the emergency response coordinator. A tornado watch is issued when weather conditions are ideal for a tornado to form. A tornado warning is issued when a tornado is identified in the immediate vicinity.

During an **electrical storm**, stay away from windows and open doors. You may be instructed to shut down your computer. Stay clear of metal objects, such as pipes and electrical appliances. Do not go outside. If you find yourself caught in a storm away from a protected building, stay in a closed automobile if possible. Stay away from tree lines, flagpoles, towers, and metal fences. If caught in the open, stay low.

Except during extremely hazardous weather conditions, the Company will remain open for business and employees will be expected to report for work. Drive slowly in winter weather and be sure to clean all ice and snow from vehicle windows.

During severe winter weather, employees may listen to radio stations for information about any closings or delayed openings.

- Employees should contact their manager or next level of leadership to determine whether to they will be working remotely during severe weather.
- If a physical office is forced to be closed due to severe winter weather, please notify the VP of Field Operations and update your Teams Calendar.
- If an employee temporarily relocates due to weather concerns, the employee will need to contact HR directly.

For International specific guidelines by country, please see Attachment B.

Hurricane/Cyclone Preparedness

Hurricanes normally strike during the summer and fall, particularly along the Atlantic and Gulf Coast states. These massive storms can bring torrential rains, flooding, and destructive winds with speeds of up to 190 miles per hour.

If a hurricane is forecasted in your area, here are some recommended procedures:

- Tape or board up windows
- Move outside tables/seating and trashcans inside
- Stock up on drinking water, fresh batteries, canned and other non-perishable foods, and be sure to have a non-electric can opener available.
- Keep a battery- powered radio and flashlights handy. Candles and matches, if used safely, can also be useful.
- Have at least a half of tank of gas in your car, and stock the car with essential items in case you have to evacuate.

Immediately before and/or during a hurricane:

- Check with property management about shutting off the main gas valve and the main power switch.
- If public safety personnel advise you to leave, evacuate as soon as possible. Try to travel outside the hurricane's predicted path – head inland or to higher ground.
- Don't go outside until the hurricane has completely passed. The calmer "eye" of the storm may fool you into thinking it's finished, but the storm may return in less than an hour, with winds blowing from the opposite direction.
- Contact the Disaster Declaration Hotline at (877) 449-4648 or Facilities at (800) 872-2677 x996000.

For International specific guidelines by country, please see Attachment B.

Earthquake:

Know what to do when the shaking begins: DROP, COVER AND HOLD ON

- Drop under a sturdy desk, table, stairwell, or doorjamb. If there is no table or desk nearby, sit on the floor against an interior wall away from windows, bookcases, or tall furniture that could fall on you. Hallways are among the safest areas; kitchens and garages are the most dangerous
- Cover and protect your head and neck with your arms
- Hold securely on to furniture during the shaking. If the furniture moves, you want to move with it to maintain protection. Remain in that position until the shaking stops. After the shaking subsides, immediately evacuate the building to the nearest designated safe area outside

Steps to take when you are in certain areas:

- Outdoors - move to a clear area, away from trees, signs, buildings or downed electrical wires and poles
- On a sidewalk near buildings - duck into a doorway to protect yourself from falling bricks, glass, plaster and other debris
- Driving - pull over to the side of the road and stop. Avoid overpasses, power lines and other hazards. Stay inside the vehicle until the shaking is over
- Kitchen – move away from the refrigerator, stove, and overhead cupboards
- Stadium or Theater – stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over. Then exit in a calm and orderly manner
- Crowded store or other public place – do not rush for exists. Move away from display shelves containing objects that could fall

After the Earthquake:

- Remain calm
- Check for injured persons. Administer first aid, if trained
- Immediately check for ruptured utilities in the building. Shut off utilities as necessary at their source where applicable
 - If you smell gas or suspect a leak, turn off main gas valve, open windows in the office, and carefully leave. DO NOT flip any switch including a light switch, which may spark and ignite the gas

- If damage to your electrical system is suspected (frayed wires, sparks, or smell of hot insulation) turn off system at the main fuse box
- Use fire extinguishers to control small fires
- Inspect the office for damage
- Listen to the radio for instructions and information
- If functioning, use the phone lines quickly to report only life-threatening emergencies
- Don't drink tap water or use toilets until you know if water and sewer lines are intact
- Expect aftershocks
- If you must evacuate, post a message in clear view telling where you can be found.
- Take with you: 72-hour Survival Kit (described in the Emergency Planning Checklist Section)
- Contact the Disaster Declaration Hotline at (877) 449-4648 or Facilities at (800) 872-2677 x996000.

For International specific guidelines by country, please see Attachment B.

Inclement Weather/Emergencies, Physical Office Closures and Business Operations:

In the case of inclement weather or emergencies, please check with your Manager or Department Head, who will advise if the office will be open or closed.

If a physical office is forced to be closed due to inclement weather or another emergency situation, please notify the VP of Field Operations and update your Teams Calendar. If an employee temporarily relocates due to weather concerns, the employee will need to contact HR directly.

Branch Operations During an Emergency Closure:

There may be occasions where a Branch Office is forced to limit or stop its operations for a period of time due to unforeseen circumstances or inclement weather. The following steps should be followed in the event of a Branch Closure due to these types of situations:

Phones/Communication:

- Branch Employees should have access to answer phones through their computers. If not, the phones should be forwarded to a live person. Phones can be forwarded to up to three employees at a time, or to a Sister Office to handle all incoming calls while the Branch is closed.
- If Branch Employees are unable to forward the phones they should reach out to Facilities for assistance to have the number forwarded remotely or to explore other options.

Payroll:

- Candidates should still have the ability to submit hours into their VMS system or our Web Timecard system through a home computer or mobile device.
 - If a candidate is still using a paper timecard or cannot access the electronic timecard system they can e-mail the Branch/AE their hours for the week and we will process payroll based off of that e-mail. Once the Candidate returns to work they will need to turn in an official timecard for Client signature/approval.
- Supervisors should still have the ability to approve hours in their VMS system or our Web Timecard system through a home computer or mobile device.

- In the event the Client is unable to approve the submitted hours Branches can approve the Web Timecard on behalf of the client (We will still need future approval from client, but payroll will not be delayed).
- If the Branch Employees have been given time off to evacuate or deal with the disaster in their area a Sister Office will be identified to assist with processing payroll for the branch.
- In the event that a Sister Office is not available to assist with payroll the Field Operations Team will complete payroll for the Branch.

Direct Deposit/Paycard/Live Check:

- Electronic payroll will be processed as usual for the associates.
- If we are unable to meet direct deposit deadlines, the timing of the closures will determine alternative methods of payment. (Emergency paycards, paper checks, or in extreme circumstances funds can be wired).
- If needed, Payroll will coordinate with the Branches to determine available payment methods.

Working Remotely:

When needed, Employees may work remotely. In such cases, the employee's compensation, benefits, work status and work responsibilities will not change. For purposes of this policy, the Company does not consider working from another Company office location as working remotely.

***Please see the company Remote Work Policies in the Employee Handbook, "Employee Responsibilities" Section.*

[HR SharePoint Portal - Interact](#)

Power Failures and Blackouts:

For short term power failures and blackouts please contact Corporate Facilities at (800) 872-2677 x: 996000. After Hours: (800) 872-2677 ext: 999 your local emergency number (i.e. for the USA - 911, for International please see Appendix A). For long-term, large scale power Failures and blackouts please contact the BCP Committee at (877) 449-4648 or Facilities at (800) 872-2677 x996000 to start the Disaster Declaration and Emergency Response Plan.

What the office can do during a power failure:

- Direct Mail (i.e. Thank you cards, birthday cards, etc.)
- Have a strategy or sales training meeting
- Administrative items that do not require computer access. (i.e. Shredding, organizing, etc.)

What to have on hand:

- List of other office's numbers and cell phone numbers
- Client front screens printed with directions to active clients
- Current People Management Report
- Preprint current availability/traffic report

For International specific guidelines by country, please see Attachment B.

System Outages and Cyber Incidents

If a system outage or suspicious cyber incident occurs, please contact the Helpdesk at (800) 872-2677 Ext. 993004. If it is a suspicious cyber incident, do not email for communication.

If a system outage occurs, Helpdesk will initiate the recovery process. During this process, your team will follow similar procedures as a power outage.

What the office can do during a system outage:

- Direct Mail (i.e. Thank you cards, birthday cards, etc.)
- Have a strategy or sales training meeting
- Administrative items that do not require computer access. (i.e. Shredding, organizing, etc.)

What to have on hand:

- List of other office's phone numbers and cell phone numbers
- Client front screens printed with directions to active clients
- Current people Management Report
- Pre-print current availability/traffic report

Suspicious Emails of any kinds should be sent as an attachment to the Suspicious Email Reporting team.

If you suspect a suspicious Cyber Intrusion has occurred, contact the Security hotline at (877) 449-4648 or (818) 254-0781 to report the incident. A Cyber Intrusion is an unlawful electronic occurrence that jeopardizes the integrity, confidentiality, or availability of information within an infrastructure. Some examples are, but not limited to, malware, ransomware, or corporate account takeover. Do not email your concern, call directly. The Security Hotline team will notify the Security Team.

All communications will be sent from the Security Department, specific details regarding the incident will be kept minimal during the investigative process.

IT and the Operations team will work in conjunction to facilitate payroll and other essential processes to be completed in an efficient and timely manner. The Security Department will engage with the Operations team to allot for appropriate communications as to not hinder or delay these processes.

The IT team will implement appropriate recovery efforts and forensics needed during this time.

For International specific guidelines by country, please see Attachment B.

Workplace Violence Prevention

Potential or actual violent situations among employees may escalate if not defused. There is no fail-safe way of presenting information relating to any potential or actual violent situations to employees. Employees will have to make a judgment call as to the appropriate action to take by discerning and evaluating the given situation. **SAY SOMETHING.**

- **Observe** the behavior in question.
- **Document** the observed behavior in question.

- **Report** concerns to a supervisor. Supervisor should meet with the employee to discuss concerns **only** if appropriate, without putting themselves in harm's way.
- Supervisor should **Contact** Human Resources to determine the appropriate course of action.
- Immediately **Contact** the supervisor and, if needed, the supervisor will contact other appropriate official(s) of the Company to seek help in assessing/responding to the situation.
- If warranted, **Call your local emergency number (i.e. for the USA - 911, for International please see Appendix A)** and other appropriate emergency contacts or law enforcement.
- If necessary, **Secure** your own safety first and then, without putting yourself in danger, assist in securing the safety of others, including contacting people who are in danger (make sure emergency numbers for employees are kept up-to-date and accessible).
- **Leave** the area if your safety is at risk and go to a designated meeting place offsite.
- **Cooperate** with law enforcement personnel when they have responded to the situation, as requested.

When law enforcement personnel are on the scene, they will assume control of the situation. Witnesses should be prepared to provide a description of the violent or threatening individual, details of what was observed, and the exact location of the incident.

Bottom Line: *If you believe that you have an imminent dangerous situation, call your local emergency number (i.e. for the USA - 911, for International please see Appendix A) or local emergency response facility immediately and get out of harm's way.*

For International specific guidelines by country, please see Attachment B.

Active Aggressor on Premises

An Active Aggressor is an individual threatening, attempting, or actively engaged in killing or attempting to kill people in a confined and populated area. Common motives may include anger, revenge, ideology, and untreated mental illness. Active Aggressor situations are unpredictable and evolve quickly.

If there is an Active Aggressor who enters the premises, the Department of Homeland Security recommends the above steps, "Run, Hide, Fight" when confronted with a shooter. **Please watch this important video linked below** which gives clear instructions from the government on what to do in this type of circumstance: <https://www.youtube.com/watch?v=5VcSwejU2D0>

RUN:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape, IF safe and possible.
- Attempt to prevent others from entering the area; and
- Call your local emergency number (i.e. for the USA - 911, for International please see Appendix A) when it is safe.

HIDE: **If evacuation is not possible, find a place to hide where the Active Aggressor is less likely to find you:**

- Hiding place should be out of the shooter's view.
- Lock and/or blockade the door.
- Silence any cell phone (don't forget to turn off the vibration as well).
- Hide behind large objects and find protection if shots are fired in your direction.

- Do not trap yourself or restrict options for movement; and
- Remain very quiet.

FIGHT: as a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons; and
- Commit to actions to incapacitate the shooter.

If such an event occurs, it is important to refrain from pulling fire alarms as it contributes to chaos. Most important, cooperate with authorities.

Please review the entire [Workplace Violence Prevention and Response Policy](#).

For International specific guidelines by country, please see Attachment B.

Conflict or Combat Areas Employee Assistance Program (EAP):

Those who supervise others are encouraged to call the EAP for guidance when helping their employees cope after a disaster occurs. The EAP can help supervisors evaluate employees' behavior, make suggestions for intervention, and provide resources for you as well as those you supervise. Supervisors are also encouraged to have their employees call the EAP directly for their own personal support. The EAP is committed to helping or team members. Call the EAP Hotline at (800) 932-0034.

For EAP Support Outside the USA (Toll-Free)

Austria 0800-281-297

Brazil 0800-892-2251

France 0805-080-744

Germany 0800-183-3164

Hong Kong 800-906-181

India 000-800-100-4150

Ireland 1-800-38-072

Mexico 800-681-6967

Netherlands 0800-022-2336

Philippines 8-584-1856

Poland 0-0-800-141-0266

Switzerland 0800-321-021

UK 0808-16-1920

Returning to Company Workspace and/or Normal Operations:

For those offices returning to a company building/workspace, once the emergency/disaster is over the BCP Committee will determine if/when it is safe to return.

For Cyber Incidents and/or System Outages, the IT team will determine when it is safe to access the system.

QUESTIONS CONCERNING THIS PLAN

Should you have any questions or concerns regarding this Emergency Preparedness Plan or your duties under this plan, please contact:

Stevie Dahl, Director of Security

(800) 872-2677 Ext 991012

sdahl@ain1.com

Or the BCP Committee

Hotline- (877) 449-4648 bcp@ain1.com

APPENDIX A - INTERNATIONAL EMERGENCY NUMBERS

Emergency Phone Numbers For Various Countries Outside The US

Country	Police	Fire	Website
Australia	000 or 112	000 or 112	https://www.triplezero.gov.au/triple-zero/home
Belgium	101 or 112	112	https://crisiscenter.be/en
Brazil	190	193	http://www.riocomsaude.rj.gov.br/hotsite/english/telefonesuteis.php
Canada	911	911	https://www.getprepared.gc.ca/cnt/hzd/drng-en.aspx
Denmark	112	112	https://lifeindenmark.borger.dk/healthcare/emergencies
Norway	112	112	https://www.politiet.no/en/english/contact-the-police/
Taiwan	110	110	https://www.npa.gov.tw/en/app/artwebsite/view?module=artwebsite&id=8033&serno=f74b8ff8-cfbd-4394-bc1c-82f95f8baca3
Ireland	112 or 999	112 or 999	https://www.ireland.com/en-us/help-and-advice/practical-information/emergency-contacts/
The Netherlands	112	112	https://www.government.nl/topics/emergency-number-112/question-and-answer/when-can-i-call-112
Philippines	911	911	https://e911.gov.ph/emergency-hotline-numbers/
Poland	112 or 997	112 or 998	https://info.policja.pl/ine/for-foreigners/police-tips-and-hints/personal-safety/192725,Personal-Safety.html#:~:text=In%20the%20event%20of%20an,112%20%2F%20999
Sweden	112	112	https://polisen.se/en/contacting-the-police/#:~:text=112%20is%20an%20emergency%20number,in%20Sweden%20from%20another%20country.
France	17	18	https://eco.univ-rennes.fr/en/emergency-phone-numbers-france
Germany	110	112	https://www.iamexpat.de/expat-info/emergency-numbers-services-germany
Switzerland	117	118	https://www.ch.ch/en/safety-and-justice/emergencies-and-danger
India	100	101	https://www.incredibleindia.gov.in/en/emergency
Japan	110	119	https://faq.japan-travel.jnto.go.jp/en/faq/articles/102069
Mexico	911	911	https://mexicocity.cdmx.gob.mx/e/emergency/#:~:text=911%20is%20Mexico's%20national%20emergency,give%20you%20the%20fastest%20response.
United Kingdom	999	999	https://www.gov.uk/guidance/999-and-112-the-uks-national-emergency-

Kingdom	or	or	numbers
m	112	112	

APPENDIX B - INTERNATIONAL EMERGENCY GUIDANCE WEBSITES

Country	Website
Australia	https://www.disasterassist.gov.au/
Belgium	https://crisiscenter.be/en
Brazil	https://www.gov.br/mre/pt-br/consulado-atlanta/english/general-information/brazilians-assistance
Canada	https://www.canada.ca/en/services/policing/emergencies.html
Denmark	https://www.brs.dk/en/
Norway	https://www.dsb.no/en/
Taiwan	https://www.mac.gov.tw/en/cp.aspx?n=46F6EFD943D834
Ireland	https://www.gov.ie/en/departments/
Netherlands	https://www.government.nl/topics/themes/justice-security-and-defence
Philippines	https://e911.gov.ph/
Poland	https://www.gov.pl/web/mswia-en
Sweden	https://www.krisinformation.se/en
France	https://www.diplomatie.gouv.fr/en/the-ministry-and-its-network/the-crisis-and-support-centre/
Germany	https://www.eskp.de/en/
Switzerland	https://www.ch.ch/en/safety-and-justice/emergencies-and-danger
India	https://112.gov.in/about
Japan	https://www.mofa.go.jp/index.html
Mexico	https://www.gob.mx/
United Kingdom	https://www.gov.uk/