

Disaster Contingency Plan

Emergency Procedures Manual

PBD Headquarters – Alpharetta, Georgia

DISASTER CONTINGENCY PLAN

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“*EMERGENCY PROCEDURES MANUAL”*

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“EMERGENCY PROCEDURES MANUAL”

Emergency Procedures Manual

1. **INTRODUCTION**

This plan is designed to establish guides covering all aspects of emergencies. All employees are to become familiar with this plan so as to minimize injuries when a disaster occurs.

PBD shall enforce the contents of this plan by assigning the responsibility of emergency control by appointing a “Team Leader” and assistants as necessary. There shall be one Team Leader per department and shall be responsible for the following actions:

1. Ensure each employee understands the contents of this manual.
2. Obtain information to deal with the different disasters as defined in this manual.
3. Obtain supplies required to deal with the emergencies defined in this manual.
4. Enforce local Fire Department and Municipal Ordinances as required by law.
5. Schedule and document regular internal walk-thru inspections to seek out potential hazards or violations of local safety ordinances. This shall include, but is not limited to, the periodic evaluation of equipment including portable fire extinguishers, fire hose stations, illumination exit signs, emergency battery lighting, etc.
6. Establish an emergency response team that can deal with the emergency at hand.
7. Provide the plan in multiple languages as necessary.
8. Be responsible for arranging necessary procedures for repairing or replacing any equipment.
9. Maintain and train with equipment.
10. **TEAM LEADER**

The role of the Team Leader and appointed assistants is critical to the daily operation of the company and its profits. The Team Leader must at all times look for potential problems that can lead to employee injuries or the potential hazards describes in this manual. As problem situations are reported by employees, the rectification must be timely and complete. The Team Leader should be notified in writing that rectification has been completed. All appointed assistants must be willing to be trained and partake in training practice drills. Only through a conscientious effort can disasters be kept to a minimum.

1. **EMERGENCY EVACUATION**

In the event of a fire or the other emergency, please follow the evacuation procedures below.

PBD shall have a Team Leader assist in the event of an emergency evacuation. Should an alarm sound, each Team Leader must be proceed as follows:

1. Station themselves at the appropriate locations within the building and perform an assessment to where the danger is.

2. Assist any handicapped employees out of the building or suite.

3. Once all employees are evacuated, exit via the nearest exit, and close the door. ***REMEMBER,*** make sure all handicapped employees have been assisted out of the building.

4. Call 911. Once the fire department arrives, notify them of the safe removal of all personnel. After this has been done, call the security company to inform them of the situation.

All other employees must follow the procedures below:

1. Gather belongings and exit through nearest exit.

2. Remain calm at all times. Walk to the grass area across the parking lot on the North side of the building.

3. Do not attempt to go back inside the building to see what is happening.

4. Do not leave the prearranged location until authorized by the Team Leader.

5. Team Leader shall account for all employees in their department and report any missing personnel.

6. Report any injuries, no matter how minor, to the Team Leader so proper medical attention can be provided by trained medical personnel.

7. Follow all instructions from the Fire Department. And, above all, ***DO NOT RUN*** or push your way to the prearranged location. ***REMAIN CALM.***

1. **DISASTER RECOVERY COMMUNICATION PLAN**
   1. **Initial Communications and Update Process**

PBD’s IT department will initiate the communication of a disaster to the Disaster Recovery Team. PBD’s Disaster Recovery Team is made up of the following team members, who are responsible for disseminating information to their respective teams, and initiating their department’s Disaster Recovery action plan.

**PBD Disaster Recovery Team:**

| **ALPHARETTA** | **CHICAGO** | **DULUTH** | **WASHINGTON DC** | **LAS VEGAS** | **FREIGHT SCOUTS** | **SWAG** |
| --- | --- | --- | --- | --- | --- | --- |
| Dave Ferguson | Lucy Rivas | Tim Krupel | Frank Byrns | Minda | Jan Jones | Jim Owen |
| Lisa Williams |  |  |  | Widjaksono |  |  |
| Brion Zaeh |  |  |  |  |  |  |

Jeff Wells

Jonathan Dervic

Katie White

Tim Krupel

Cindy Vaughan

PBD’s IT Department including Contractors: Mark Randall, Gary Haug, George Akkara, Nili Chavan, Hubert Slay, Dawn Stephens, Brook Kole, David Carson, Kevin Arellano, Tonya Hoch, Scott Koller, George Schieber, Blake Hirshenberger, Ron Michael, Juan Tovar

**PBD’s IT Department Communicators:**

PBD’s IT Department Communicators and roles are as follows. Each person below will back up the other in the event anyone is out. Disaster Recovery messages with the sent via text using the GroupMe app.

1. Lead IT Communicator to the Disaster Recovery Team – Jean Paris. Responsible for communications and updates to the Disaster Recovery Team.
2. IT Assessment and Restoration Team Liaison with Lead IT Communicator – Dawn Stephens. Responsible for working closely with PBD’s IT Assessment and Restoration Team (primarily PBD’s Infrastructure Team) to keep apprised of the technical status of the disaster’s impact on PBD, Production and the resolution and timing. Dawn reports the technical status back to Jean for Jean to text updates at least every 30 minutes to the Disaster Recovery Team, or more frequently if there is a change in the status.
3. Operations Assessment and Restoration Team Liaison with Lead IT Communicator – Brook Kole. Responsible for working closely with PBD’s Operations and Contact Center Assessment and Restoration teams to keep apprised of the disaster status, impact on PBD’s Operations and Contact Center Production, and the resolution and timing. Brook reports the disaster status back to Jean to text updates at least every 30 minutes to the Disaster Recovery Team, or more frequently if there is a change in status.
   1. **Client Communication**

All Client Communication will be approved by Brion Zaeh and coordinated by Lori Blackburn and Katie White.

* 1. **Communication Templates**

Templates of GroupMe text communications from the Lead IT Communicator to the Disaster Recovery Team are as follows:

1. **Initial Disaster GroupMe Text Notification Template:** Alerts the Disaster Recovery Team of the type of incident/outage:
   1. Electrical Failure/Power Outage
   2. Severe Weather
   3. External Network Outage
   4. Other Outage Scenarios:  Fire, Tornado, Chemical Spill, Flooding, Poison

Initial Disaster Text notification example:

Attention PBD’s Disaster Recovery Team:

PBD’s Alpharetta facility is currently experiencing a complete power outage. It appears this power outage is the result of cut line behind the facility due to the Union Hill Road expansion construction project.

Our Operations Assessment and Restoration team is currently investigating the outage and trying to gauge the severity and duration for this outage and estimated restoration of service.

Please initiate your department’s Disaster Recovery action plan as appropriate.

I will provide updates to you as soon as available, and at least every 30 minutes. Please remind your teams to adhere to the chain of communication for the duration of this disaster.

Thanks,

Jean

1. **Follow Up Disaster GroupMe Text Status Updates Template:** Lead IT communicator will use the GroupMe app to text a status update to the Disaster Recovery Team every 30 minutes or more frequently if the status changes (such as new ETA for restoring services or services have been restored.)   If there is no change in status, the 30 minute update will simply state “no changes to report.”  Status text template format is as follows:
   * + Type of Problem: (i.e. Electrical Failure/Power Outage)
     + Current Status:  (i.e. All Operations, Contact Center and system functionality is completely down in Alpharetta.)
     + Systems/Processes Available:  (i.e. All production is down. No systems, functionality or apps are available.)
     + ETA for Restoration/Fix: (i.e. Estimate for 6 hours per Sawnee EMC.)
     + Questions, please “reply all” to this text.
2. **After Action Report (AAR):** After the disaster, an AAR (After Action Report) will be sent to the Disaster Recovery Team.  Following is the sample/template of the AAR form.   This communication will also ask users to enter a Help Desk Ticket if there are experiencing any problems as a result of the incident.

**PBD Worldwide**

**After Action Report – CPI API Connectivity Issue**

**Report Written: 1/6/17**

**Disaster Incident Duration: 12/31/16 3:11 pm EST – 01/05/17 5:00 pm EST**

**Disaster Incident Summary:**

On January 4, 2017, CPI notified PBD that they were receiving calls from customers who had purchased E-Products and had not been granted access to their product. CPI also reported not seeing any responses from the PBD API call in their EPS system.

**Time Line:**

* 01/04/2017 2:38 pm EST – PBD received the notification from CPI they were not seeing any responses from PBD in their EPS system.
* 01/04/2017 3:37 pm EST – PBD IT team confirmed that the communication with CPI had been down since 12/31/17 3:11 pm EST and began investigating the problem
* 01/04/2017 5:15 pm EST – PBD discovered from server logs that the servers was not able to connect using a mutual cipher
* 01/04/2017 5:45 pm EST – PBD provided CPI with the error logs and continued to research
* 01/05/2017 4:00 pm EST – PBD enabled TLSv1.2 and lower ciphers
* 01/05/2017 5:33 pm EST – PBD notified CPI that the service was back up

**Root Cause:**

PBD application was configured to use SSLv3 and TLSv1 ciphers. This PBD server is a non-PCI server so TLSv1.2 ciphers had not been enabled on the server.

**Resolution:**

PBD enabled TLSv1.2 and lower ciphers

**Future Measures:**

* PBD is in the process of migrating all the web sphere application to our new PCI JBoss server, and will be scheduling CPI to migrate in the near future.
* PBD will also be adding some additional monitoring on the Oracle side to notify PBD staff of when the application is failing.

1. **EMERGENCIES**
   1. **FIRE**

Please remember the previous emergency evacuations as well as the following precautionary measure during an emergency evacuation:

1. Gather belongings and evacuate the building. Before leaving the office or distribution center, place your hand the door, palm up. If the door feels warm to the touch within five seconds, do not attempt to open it as this indicates the presence of a dangerous fire condition on the other side of the door. Seal the cracks around the door and any other places where smoke appears to be penetrating. If there is a telephone or cell phone in the room, call the Fire Department (9-1-1) and advise them of your location. If there is no telephone or cell phone, see if there is a safe way to a telephone notifying staff members along the way.
2. If the door is not warm to the touch, carefully open it a small amount and check for the possible presence of smoke on the other side. If you feel exiting is safe, alert occupants in other areas within your office or area and proceed to the nearest exit.
3. Proceed outside and meet across the parking lot in the grassy area on the North side of the building.
4. Team Leaders will make assessment of the situation.
5. If emergency is eminent after 15 minutes, hourly employees will go on break.
6. Upon final assessment of the situation from the fire department employees will be instructed to either go home or continue operations.

**Should you find a fire:**

1. Call the Forsyth County Fire Department immediately by dialing 9-1-1. Give them the address of the building where the fire has been found. Do not assume someone has already called. A follow up call to the security company should be done when possible.
2. Evacuate employees immediately.
3. Team members shall report to their assigned areas of responsibility.
4. All other work stations are to shut-down their operation and report to the designated assembly (safe) area.
5. Team Leaders can guide the Fire Department directly to the scene of the fire.
   1. **SPRINKLER MALFUNCTION**
      1. Notify Forsyth County Fire Department and Security Company.
      2. Sprinkler Malfunction Team will shut down water pumps. If they are unavailable, refer to the instructions below
         1. First Step: Head to riser room
         2. Second Step: Locate the shut off valve for the main and turn clockwise until pressure reaches “0”.
      3. Move out risk materials.
      4. Once all clear is given, turn on electrical systems and clean up.
      5. Assessment of situation and damages.
   2. **ELECTRICAL FAILURE**

In the event of a power failure, the following instructions should be followed:

1. Follow evacuation plan after a period of longer than 5 minutes of power failure.
2. Contact Jonathan Dervic or Steve Hochradel.
3. Maintenance personnel will attempt to determine if failure is internal or externally caused.
4. If electrical failure is internal, Team Leaders shall begin to inspect all electrical connections and devices for the cause of the failure.
5. Team Leaders shall determine which work stations may be placed back into operation safely.
6. If maintenance personnel are unable to determine cause or extent of failure, Management shall notify the appropriate vendor (Sawnee EMC, Vinson McDonald)
7. Departmental Team Leads activate recovery plans for their departments – see SECTION V for operational failure procedures.
   1. **SEVERE WEATHER**

**Severe Storms/Tornado Watch or Warning**

In case of severe weather, please advise all employees to stay away from windows and bay doors until an “All Clear” announcement is made by the Team Leader. The same warning applies to a tornado watch.

In the event of an actual tornado, advise all employees to move away from windows to a safe area, such as common corridors, restrooms, and interior offices. Lie low with hands covering the back of the head to reduce neck injury. Remain in this position until an “All Clear” announcement is made.

If a tornado warning is announced, Team Leaders should proceed as follows:

* + 1. Advise all employees to stay clear of all windows and bay doors.
    2. Remind all employees to remain calm and await the “All Clear” announcement.

**FUNNEL FACTS:**

A **TORNADO WATCH** means that conditions are favorable for tornadoes to develop. In this case you should take precautions to protect you and your property, and listen to the radio to keep informed.

A **TORNADO WARNING** means that a tornado has actually been sighted or detected by radar. ***TAKE COVER IMMEDIATELY!***

**Inclement Winter Weather**

In the event that severe winter weather is predicted, the Disaster Recovery Team will activate the Inclement Weather Plan. SEE SECTION VI – BUSINESS CONTINUITY PLANS

* 1. **CHEMICAL SPILLS**

In the event of a chemical spill, the following instructions should be followed:

1. The Forsyth County Fire Department shall be notified immediately by dialing 9-1-1.
2. All work stations in the area of the spill must shut-down their operations immediately.
3. All nonessential employees shall evacuate in a calm and orderly manner to the designated assembly area.
4. Team Leader shall take necessary steps to contain the spill for NON-TOXIC MATERIAL ONLY! The fire department will handle containment and clean-up for all TOXIC AND HAZARDOUS material.
5. The Team Leader shall provide the Fire Department with all pertinent information as to the chemical spilled, material and clean-up methods available.
   1. **FLOODING**

In the event of flooding, the following instructions should be followed:

1. Shut down all work stations immediately.
2. All nonessentials employees assemble to the area designated by the Team Leader.
3. Notify the Forsyth County Fire Department immediately.
4. Team Leader shall locate source of water.
5. Team Leader shall determine which work stations may be placed back into operation during clean-up operations.
   1. **POISONING**
6. Call the Fire Department and poison control center immediately.
7. Keep the victim warm and quiet.
8. Find out what type of poisoning or overdosing occurred.
9. DO NOT force liquid or induce vomiting if the victim is having convulsions or is unconscious.
10. **BUSINESS CONTINUITY FOR OPERATIONAL FAILURE**

**Utility outage, snow/ice storm or any other occurrence that interrupts full operation of facilities**

* 1. **Distribution Center and Account Manager/Coordinator Procedures**
     1. **Facility Workload Management during partial or full day operational failures**

| Red | Full Day Failure, Facility at 0% Operational | NDA shipments are handled, printed or manually created  AC/AM work from home  Drive shipments to UPS or FedEx Retail Store  Inbound stops  Transfers are handled manually  Location look-up via Bulk Locator data extract  Early start next day | Red Team:  Managers & Supervisors  Cory H, Deborah G & Bryan S |
| --- | --- | --- | --- |
| Yellow AM Outage | Partial Day, Facility Semi-Operational | Rush orders 100%  Ship regular order as much as possible  Due Work Orders 100%  <1000 orders estimated  Inbound unloads but may hold receipts  Returns is suspended  Transfers are handled manually  Location look-up via Bulk Locator data extract  Early start next day | Yellow Team:  All Red Plus;  Haleigh P  Joey H  Lori  Amanda  Katie  John B  Mallory |
| Yellow PM Outage | Partial Day, Facility Semi-Operational  Manifesting doesn’t come back until afterhours | Same list of priority; complete orders printed  Obtain NDA shipments manually from AC/AM  Contact dispatch for later pick-up and/or trailer swap | Same as Yellow AM |
| Green | 100% Operational | Business as usual | All associates |

* + 1. **Preparation for Inclement Weather – snow/ice event**
       1. **Facility Manager Checklist** – Inclement Weather has been forecasted and roads may be affected by snow and/or ice.
* Print and review the following checklists:
  + Facility Pre-opening procedure/checklist
  + Facility DR Supply Checklist
* Print phone lists and distribute as needed
  + Personnel contact lists
  + Facility Vendor phone lists
* Meeting/Call with Lisa W. to review the client order forecast and discuss the minimum personnel needed for the orders over the expected days that will be affected by the weather event. Decide who will open the building and report conditions back to Lisa.
* Meet with key personnel and review procedure including the following items:
  + Inclement weather hotline or other communication procedures – employee’s responsibility to check the instructions
  + Safety first
  + Preparation at home
    - Extra food/water supplies for family
    - Childcare alternatives if school is closed
    - Preparation for possible power outage at home (i.e. candles/alternative heat, etc.)
    - Keep a full tank of gas in your automobile
    - Prepare the driveway by salting, shoveling or park at top of hill, etc.
  + Call in and PTO procedures if they are not able to report to work
* Facility Manager to plan and prepare the work for the following day(s).
* Review the possible food options to provide lunch for those able to come to work during the affected days.
  + - 1. **Facility Re-Opening Checklist**
* Check the power in the building. *If power is out, or there is other damage to the building; report to Jonathan Dervic or Steve Hochradel immediately and follow their instructions.*

If power is on, continue down checklist:

* Salt the sidewalks and stairs where employees enter the building
* Mark dangerous areas with cones
* Check the parking lot for dangerous areas.
  + Are there enough safe parking areas?
  + Can more be cleared?
  + Can delivery trucks enter/exit the area?
* Mop & bucket at employee entrances – assign someone in charge of keeping the area mopped up. Set up a fan if needed to help keep the floor dry.
* Check the furnace settings for heated areas and adjust if needed
* Report to Facility Manager when checklist is complete
  + 1. **Facility DR Supply Checklist – Inclement Weather/Power Outage**

The following supplies should be checked and/or re-stocked bi-annually (spring and fall) each year and re-stocked following each event:

* Flashlights/Lanterns and batteries – make sure key personnel know where they are.
* Extra supplies for feeding employees who report to work during event
  + Bottled water/beverages
  + Paper plates
  + Cups
  + Napkins
  + Plastic silverware
* Salt for sidewalks and parking lot
* Snow shovel
  1. **Contact Center Procedures**

**Power Outage**

1. Each Contact Center cubicle has a back-up battery that will give the computer and phone power for up to 45 minutes
2. Contact Center TEAM A and 2 IT members leave for Duluth within first 10 minutes of the power going out:
   1. TEAM A (5 CSR’s)
      1. Katie (driver) with Amy and Phyllis
      2. Racheal (driver) with Brian and Venita
   2. Two members of our IT team (Blake and Juan)
3. If power remains off at the 20 minute mark, Contact Center TEAM B leaves for Duluth (another 5 CSR’s)
   1. Marlow (driver) Kelley and Jane
   2. Jennifer (driver) Denisiya and Kishonna
4. Contact Center TEAM B arrives at Duluth:
   1. IT will gracefully power down the IPOCC and then move to 4 hunt groups which will have all of our call queues dispersed between them
5. CSR’s will be able to continue to take calls in Duluth:
   1. By moving to the hunt group, this will cause calls to go to CSR’s who may not be on the account.
   2. If the CSR is not trained on that specific account, then they will either take a message or pass the call to another available team member who knows the account
   3. We will have 10 CSR’s in Duluth plus 4 CSR’s who work from home all in the queue to handle calls
6. Katie will receive updates from our IT manager every 30 min or any changes in the situation.
   1. Katie will send a GroupMe message to Jarvis, Angie, Racheal, Marlow, and Jennifer
   2. Jarvis and Angie will then share any updates with their team
   3. If the power remains out for more than an hour, then CSR’s will take an early lunch.
   4. Jarvis and Angie will select a check in time and each CSR will be responsible for returning to the building to get an update
      1. Either stay and wait for power to return (if it’s expected to come back on shortly)
      2. Go home for the day
         1. Log in from home and answer emails/key orders
         2. Sign off for the day if CSR does not have internet access
7. For our 4 CSR’s already working at home, they will be included in a hunt group
8. Clients will receive updates from their assigned Account Manager/Coordinator
   1. Lori/Brion will provide the team with a template to send out to our clients
   2. Client Services will receive updates from Katie every 30 minutes on the GroupMe app

**Snow/Ice Weather Event (Contact Ctr. continued)**

1. Management will select 10 CSR’s who have a strong likelihood of not making it to work based on their commute to send home with a laptop
   1. Each laptop will be customized to that CSR’s account knowledge.
   2. They will be able to login from home and take phone calls
2. Everyone else will try their best to be in the office
3. In the event that few or none can get to the office, IT will use the 4 hunt groups to ensure all accounts are covered. As many as 19 team members will be covering calls from home.
   1. 10 CSR’s will temporarily work from home with assigned laptop
   2. 4 CSR’s who normally work from home will continue
   3. 5 Contact Center leaders will also bring their laptops home and add themselves to the call queue to assist with calls
   4. **Accounting/Accounting Services/Human Resources/Sales & Marketing**

**Power Outage**

1. If the power outage occurs near lunch, team members are to check back after lunch, then work from home if power is not yet restored.
2. If the power outage occurs after lunch and remains out for more than 20 minutes, team members will work the rest of the day from home.
3. Specific instructions will be communicated to the team members by the Department Team Leads and/or Alternates

**Inclement Weather**

1. If inclement weather is forecasted, team members are to make preparations to work from home.
2. When inclement weather occurs, team members are to make every effort to come in to the office.
   1. Those that are able to come in may be asked to help support distribution if needed.
   2. Those that are not able to come in are to work from home.
3. Specific instructions will be communicated to the team members by the Department Team Leads and/or Alternates.
4. **RESOURCE LISTING AND PHONE NUMBERS**

**Alpharetta Facility**

Service Company Number

FIRE DEPARTMENT 9-1-1 non-emergency 770-781-2180

POLICE DEPARTMENT 9-1-1 non-emergency 770-781-2222

Fire Marshal- Barry Head 678-455-8072

HOSPITAL Northside Forsyth – Cumming 770-844-3200

GEORGIA POISON CONTROL CENTER (404) 616-9000

Landlord Seefried Industrial Property 770-833-2593

Security Protection One 877-776-1911

Electric Company Sawnee EMC 770-887-2363

Gas Company Atlanta Gas Light 877-427-2464

Gas South 866-458-7400

Fire Sprinkler System Protection One 877-776-1911

Electrician Vinson-McDonald/Jeff Brewer 404-771-0488

HVAC Service Commercial Air 770-886-9762

Plumber Harry Ridley 770-844-8405

Carpenter KC Paint/Ken Palazzo 770-888-5338

Locksmith Unlock-It 770-441-0466

Janitorial Service Jani-King 770-448-2221

Waste Removal Republic Serv. Acct #308000119953 404-693-9200

Forklifts/Rack Crown 770-381-4999

Mailing Equipment Alternative Mail 770-717-8999

Packaging Wilheit/Paul Braza 770-401-9835

Supplies IPC/Jeff Block 770-656-3536

Toner Better Office Systems 770-845-6764

Alpharetta Facility – IT Related Vendors (Network infrastructure and/or Oracle System:

Service Company Number

Telecommunications AT&T

Telecommunications Verizon (800) 922-0204

Telecommunications Windstream 1 (800) 347-1991

Phone System Avaya 1 (800) 347-1991

Shipping ConnectShip

Data Center Faction (855) 532-4734

Data Center PCM 1-800-700-1000

Data Center QTS 866.239.5000

1. **DISASTER RECOVERY TEAM CONTACT LIST**

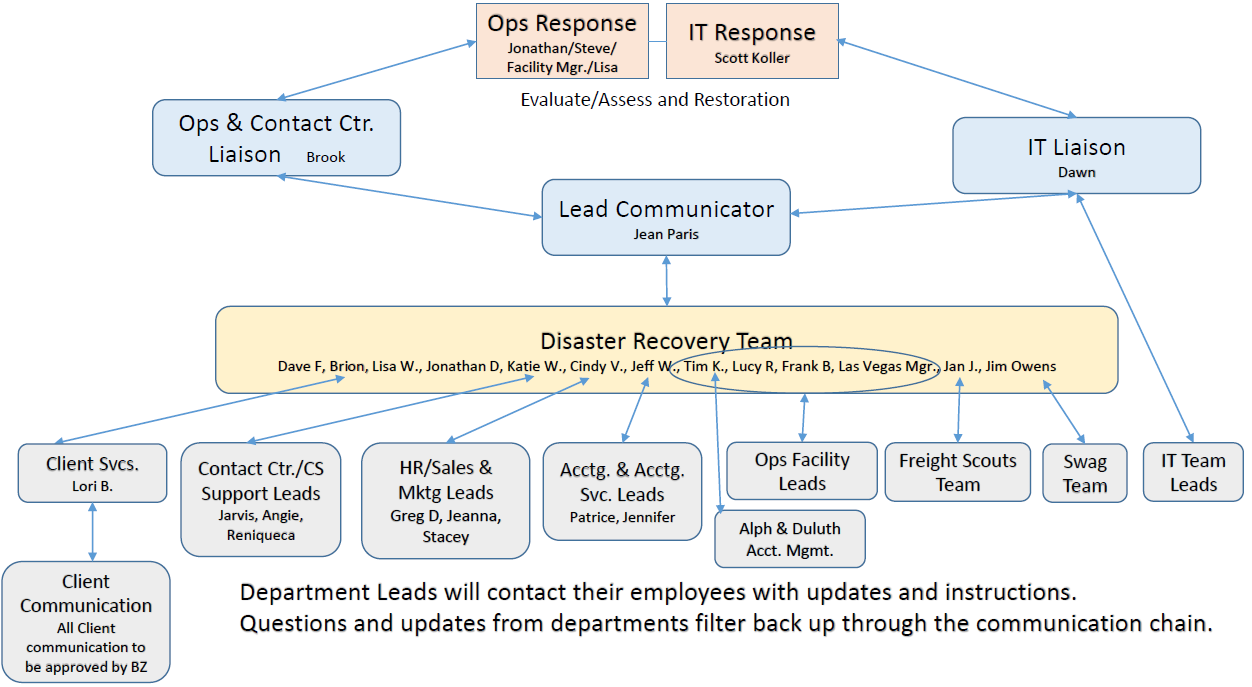
| **Lead Communicator** | Jean Paris | 404-702-2808 |
| --- | --- | --- |
| **Alternate & IT Liaison** | Dawn Stephens |  |
| **Alternate & Ops Liaison** | Brook Kole |  |
| **Executive Management** | Dave Ferguson | 404-308-9717 |
|  | Lisa Williams | 770-845-0447 |
| **Operations** | Tim Krupel | 336-409-0021 |
| **Building Maint./DR Assess & Restore** | Jonathan Dervic | 330-839-5537 |
|  | Steve Hochradel | 404-308-1618 |
| **IT – DR Assess & Restore** | Scott Koller | 706-888-1802 |
| **Contact Ctr/Client Svs. Support** | Katie White | 404-372-6709 |
| **Accounting/Acctg. Services** | Jeff Wells | 770-316-2756 |
| **Client Services** | Brion Zaeh | 770-314-4612 |
| **Sales/Marketing/HR** | Cindy Vaughan | 770-843-8259 |
| **Freight Scouts** | Jan Jones | 404-429-7499 |
| **Duluth** | Mark Durbin | 404-697-7704 |
| **Chicago** | Lucy Rivas | 305-778-1467 |
| **Washington D.C.** | Frank Byrns | 240-695-3473 |
| **Las Vegas** | Minda Widjaksono | 404-578-4792 |
| **SWAG Promo** | Jim Owen | 404-500-1505 |

1. **DEPARTMENT TEAM LEADERS AND ALTERNATES**

**Alpharetta Facility**

| **Operations** | **Inbound Lead** | Deborah Cabe | 770-403-8166 |
| --- | --- | --- | --- |
|  | Alternate/Assistant | Joey Hess | 770-634-5142 |
|  | **Outbound Lead** | Cory Hess | 404-844-7314 |
|  | Alternate/Assistant | Wende Berry | 678-628-7119 |
|  | **Manifest/Trucks Lead** | Thomas Hoffman | 404-754-8563 |
|  | Alternate/Assistant |  |  |
|  | **Auto-Packer Lead** | Cory Hess | 404-844-7314 |
|  | Alternate/Assistant | Bryan Simms | 770-289-7989 |
| **Building Maintenance** | **Building Team Lead** | Steve Hochradel  Jonathan Dervic | 404-308-1618  330-839-5537 |
| **Contact Ctr/Client Svs. Support** | **Contact Center Team Lead** | Angie Ward | 678-751-0505 |
|  | Alternate/Assistant | Jarvis Smith | 618-223-0028 |
|  | **Client Services Support Lead** | Reniqueca Roper | 404-376-5040 |
|  | Alternate/Assistant |  |  |
| **IT** | **IT Team Lead** | Dawn Stephens | 678-595-1865 |
|  | Alternate/Assistant | Brook Kole |  |
| **Accounting/Acctg. Services** | **Accounting Team Lead &**  Alternate for Acctg Svcs. | Patrice Komisarow | 770-310-6599 |
|  | **Acctg. Services Team Lead**  & Alternate for Acctg | Jennifer Frix | 678-464-0130 |
| **Sales/Marketing/HR** | **Human Resources Lead and**  Alternate for Sales/Mktg. | Stacey Villarrubia | 770-630-1785 |
|  | **Sales & Mktg Team Lead** | Jeanna Akins | 404-384-5394 |
| **Client Services** | **Client Services Team Leads** | Mallory Helland | 404-626-3836 |
|  |  | John Broomall | 404-293-1632 |
| **Client Communication Coordinator** |  | Lori Blackburn | 404-229-9912 |

1. **COMMUNICATION DIAGRAM**



1. **EVACUATION MAP – ALPHARETTA**

