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1.0 Purpose of Procedure

This document describes Product Resources' disaster recovery and business continuity plan. If an incident occurs that affects Product Resources normal business operations, this procedure will provide a guideline for reestablishing normal business operations.

2.0 Scope of Process

The scope of this process is to outline a plan that contains all information necessary to restore all operational services in the event of a serious disruption of normal operations at Product Resources.

3.0 Process Owner(s)

3.1 Management

4.0 Procedure

4.1. Distribution List

Carolyn Libelo is responsible for maintaining and distributing this plan. Each plan holder, listed in the table below, should have access to the plan at work and be stored at another location other than Product Resources. Other employees are designated as well to hold offsite copies.

| Sec | Responsibility | Name |
|--------|---------------------------------|--------------------------|
| 4.3.1 | Disaster Management Team Leader | John Erickson |
| 4.3.2 | IT Team Leader | John Caruso |
| 4.3.3 | Facilities Team Leader | Jerry Mace |
| 4.3.4 | Personnel Team | Michelle O'Neil |
| 4.3.5 | Business Team | Carolyn Libelo |
| 4.3.6 | Manufacturing Team | Jerry Mace |
| 4.3.7 | Purchasing Team | Jenn Popp |
| 4.3.8 | Engineering Team | John Erickson |
| 4.3.9 | Test Team | Keith Housman |
| 4.3.10 | Off Site Copy | Jamie Porter/John Caruso |

4.2. Plan Objectives

Product Resources is committed to protecting our employees from injury and loss of income due to a disaster, protecting the company property and resources and ensuring continuity of business operations if faced with a disaster. Property protection is a primary goal in the business continuity efforts. Therefore, the mitigation strategies detailed below are intended to reduce the extent of possible loss of functionality in terms of property, equipment and infrastructure that can result in business interruption.

A disaster is defined as an incident which results in the total or partial loss of operations at the Product Resources site at 4 Mulliken Way, Newburyport MA, to the extent that relocation to a Standby Facility must be considered. A disaster can result from a number of accidental,

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malicious or environmental events such as fire, flood, terrorist attack, human error, and software or hardware failures.

The primary objective of this DR/BCP (Disaster Recovery / Business Continuity Plan) is to ensure the continued operation of identified business critical systems in the event of a disaster.

Specific goals of the plan are:

-) To be operational at the standby facility within 7 working days
-) To operate at the standby facility for up to 6 months
-) To reinstate Product Resources' facilities in the Product Resources premises within the maximum working standby period
-) To minimize the disruption to Product Resources' business

4.3. Recovery Teams and Responsibilities

4.3.1. Disaster Management Team (DMT)

The Disaster Management Team is responsible for providing overall direction of the various departments within PR. The DMT serves as the managers in charge of each department. The DMT ascertains the extent of the business impact, activates the appropriate recovery organization(s), and notifies the responsible team leaders. Its primary role is to monitor and direct the recovery effort. It has a dual structure in that its members include Team Leaders of other teams.

The DMT is responsible for deciding whether or not the situation warrants the implementation of disaster recovery procedures. If the DMT makes the determination that incident response requires activating the disaster recovery procedures, then the organization defined in this section is mobilized for the duration of the disaster and supersedes any current management structures.

) **Disaster Management Team Responsibilities**

The Disaster Management Team is responsible for the following:

-) Making top level decisions about restoring business critical operations, essential data and voice services (Infor ERP SyteLine, QT9 QMS, file serving, e-mail, phones) and manufacturing operations
-) Managing all the recovery teams.
-) Maintaining audit and security control during the recovery from disaster.
-) Controlling and recording emergency costs and expenditure.
-) Evaluating the extent of the problem and potential consequences.
-) Initiating disaster recovery procedures.
-) Coordinating, monitoring and documenting recovery operations
-) Making a detailed accounting of the damage to aid in insurance claims.
-) Ensuring that the startup of operations at the Standby Facility and the conclusion of operations at the Standby Facility are under sufficient audit control to provide reliability and consistency to the Quality system and customer requirements.
-) Monitoring computer security standards.
-) Ensuring that appropriate arrangements are made to restore the site and return to the status quo within the time limits allowed for emergency mode processing.

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-) Make official declarations of change in manufacturing location to all employees, customers and suppliers.
-) Establish a main point of contact with the emergency services (Police, Fire, and Ambulance).
-) Communicating with customers and suppliers as required. All customer communications will be conducted through the DMT.

4.3.2. Information Technology Team

The IT Team is responsible for the computer environment (server/network room and other vital computer locations and infrastructure) and for performing tasks within those environments. This team is responsible for restoring computer / technology systems.

) IT Responsibilities

-) Ensuring that the standby equipment meets the defined recovery time objectives.
-) Communicating with standby facility to declare emergency needs.
-) Installing the computer hardware and setting up the latest version of the operating system at the standby facility.
-) Obtaining all appropriate historical/current data from the backup location and restoring an up to date application systems environment.
-) Arranging for new local and wide area data communications facilities and a communications network, which links the standby facility to the critical users.
-) Installing a minimum voice network to enable identified critical telephone users to link to the public switched telephone network (PSTN).
-) Support operable versions of all critical applications needed to satisfy the minimum operating requirements.
-) Performing backup activities at the standby site.
-) Contact suppliers of hardware and communications equipment and inform them of the arrangements for moving to a Standby Facility
-) Order new equipment and data/voice services and arrange to have them installed in the standby facility.
-) Help to compile an inventory of surviving communications equipment (voice/data) and that which must be acquired.
-) Ensure that all relevant documentation is at hand or retrieved from the off-site storage facility, for the reinstatement of the network.

4.3.3. Facilities Team

The Facilities Team is responsible for the general environment including buildings, services and all requirements on the manufacturing floor. This team has responsibility for security, health and safety and for replacement building facilities.

) Facilities Team Responsibilities

-) Controlling security at the standby facility and the damaged site.
-) In conjunction with the Disaster Management Team, evaluating the damage and identifying equipment which can be salvaged.
-) Supporting the Manufacturing Supervisor and the Test Dept Manager in all efforts to reconstruct the manufacturing floor as quickly as possible in the Standby Facility,

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-) Supporting the Purchasing and Receiving department in all efforts to move shipping and receiving to the Standby Facility.
-) Conduct an asset inventory and make a full evaluation of the damage.
-) In conjunction with the Operations Team identify all potentially salvageable equipment.
-) Carry out safety inspections and estimate the time to recover
-) Make the site secure, to prevent unauthorized access by staff or the public.
-) Remove re-usable equipment from disaster site.

4.3.4. Personnel Team

The most critical and complex part of the management of resources is in the planning and organization of the required personnel during the invocation of the plan. Personnel must be well-rehearsed, familiar with the DRP and be sure of their assignments

) Personnel Team Responsibilities

-) Notification of key employees
-) Conduct review of personnel to ensure all are accounted for.
-) Notification to employee family in case of death or injury
-) Notification to government organizations as required (Labor Board, OSHA, Workers' Compensation)
-) Maintain a list of all employees and the critical information necessary to be able to contact them/their families at any time
-) Provide each employee with the Crisis Management Contacts and Emergency Phone instructions
-) Maintain an off-site list of payroll procedures and third party login and password information

4.3.5. Business Team/ Customer Communication

The Business team will work to restore all administrative and accounting functions and direct support for all payroll and employee related issues. In addition, it will be the first point of contact for any customer, supplier and other third party emergency information inquiries.

) Business Team Responsibilities

-) Notification to Insurance Company, Attorney, Bank and other key business contacts of the disaster events, required details and the movement to the Standby Facility
-) Communication to all Customers regarding the nature of the disaster, revised production schedules, and ongoing communications with all customers as to status.
-) Direct assistance with the Facilities Team and the IT Team in acquiring and securing the Standby Facility and other direct/immediate needs at the Standby Facility, including data and voice systems
-) Contact suppliers of essential utilities (phone, data, electricity, gas, water & sewer) and make any arrangements required as a result of the disruption

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4.3.6. Manufacturing Team

The primary goal of the Manufacturing Manager will be to reconstruct the manufacturing floor as quickly as possible so as to avoid any disruption to the business. In addition, with support from the Facilities Team and the Personnel Team, an assessment will be performed and damages will be documented in detail for insurance purposes

4.3.7. Purchasing Team

In coordination with the Business Manager, the Purchasing Manager will contact all suppliers and notify them of any interruption of service or deliveries. In the event that a Standby Facility is in use, all suppliers will be immediately notified. The Purchasing Manager will work closely with each Supplier to make sure that all orders are coordinated with any change in location or schedule. Notify all shipping providers (USPS, UPS, Fedexp, etc.) of any temporary shutdown of operations and the location of the Standby Facility.

4.3.8. Engineering Team

The Engineering Manager will maintain (on the company servers) a detailed list of all equipment specific to the Engineering Department. All Engineering and Project File databases are maintained on the company servers where they will be part of the company back up routine. In addition, the Engineering Manager will maintain an accurate list of all software in use, in coordination with the IT Manager, so that in the event of an emergency all drawings, customers files and documentation is part of the recovery process. In the event of a disaster the Engineering Manager will work to assess the infrastructure and equipment loss and provide specific detail to the Business Team for insurance purposes. The Engineering Manager will have direct contact with the department employees and coordinate their work schedule as determined by the DMT. The Engineering Manager will prioritize and delegate the department responsibilities so that the interruption to the business is minimized.

4.3.9. Test Team

The Test Manager will maintain a detailed list of all equipment specific to the Test and Repair Departments. In the event of a disaster, the Test Manager will work to assess the infrastructure and equipment loss and provide specific detail to the Business Team for insurance purposes. The Test Manager will have direct contact with the department employees and coordinate their work schedule as determined by the DMT. The Test Manager will prioritize and delegate the department responsibilities so that the interruption to the business is minimized.

4.3.10. Off Site Copy

The DMT will maintain, at all times, the most recent copy of the Disaster Recovery Plan in a secondary, offsite location. There should be an easily accessible printed copy as well as a shared, accessible on-line/cloud stored copy.

4.3.11. List of Additional Information to be stored with the this plan.

-) Employee cell phone contact information
-) Employee emergency contact Information

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-) Employee Benefits information (health, dental, add&d, etc plan account numbers, plan phone numbers and plan contact name and phone number)
-) Business contact information (bank, insurance, attorney)
-) Customer contact information
-) Supplier contact information
-) IT support information (ERP, QMS, phone, data)
-) Facility utility information (Gas, Electric, water & sewer)

5.0 Control of Records

The storage location and retention period for records referenced above are given in 91-6002, Control of Records.