Disaster Recovery and Business Continuity Plan

140 Hind Lane, San Luis Obispo, CA 93401
Phone: 805-544-0440, 805-544-0858

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A	9-30-04	Initial release	Hans Sommer
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Disaster Emergency Plan Introduction:

Preservation of records requires that proper environmental conditions be maintained and planning be done in order to avoid disasters if humanly possible. Planning can minimize damage to archival materials if a disaster does occur. The importance of having an emergency plan which identifies the steps to be taken to reduce the amount of damage resulting from a disaster cannot be overemphasized.

As an outsource records storage partner, The DocuTeam is responsible for safeguarding our clients' business documents, records and data. The safe storage and retrieval of these records are vital the operation of our client companies. As professional providers of storage and management services for information in its many formats, we are looked upon as "experts" in this area. In as such, we must possess an understanding of what is necessary to protect a client's information, regardless of the media type used. Therefore it is essential that The DocuTeam has a strong plan in place to minimize the effect and recovery time from a disaster both for our clients' businesses and for The DocuTeam.

The purpose of this disaster plan is to enable all employees, with assistance from others, to meet an emergency with maximum efficiency and minimum loss to records. This plan also serves as an adjunct to our clients' disaster recovery plan. The plan should be activated after any disaster that results in a major interruption of normal operations. A disaster could consist of a tornado, fire, flood, water damage, explosion, loss of utilities, or any other situation requiring emergency procedures.

Part 1 - Disaster Prevention

Planning includes considering ways to avoid, where possible, the occurrence of emergency situations. Many disasters can be prevented simply by following established laws, building codes, fire codes and established record storage criteria. The DocuTeam has designed and built the facility to meet all applicable building & fire codes as well as implemented a comprehensive Disaster Prevention and Recovery Plan.

1. ***Monitoring of temperature/humidity control equipment***
    a. Storage of data tapes & digital media:
        i. Magnetic Tapes: 62 – 68 deg. F. Relative Humidity : 40-50%
        ii. Magnetic Discs : 65-75 deg. F. Relative Humidity : 40-50%
    b. Storage of Paper documents:
        i. Professional Records & Information Services Management (PRISM International) standards require a constant temperature of 70 degrees (+/- 5 degrees) and a relative humidity of 45% (+/- 5%) in the archives.
        ii. To monitor these conditions, there are thermometers, placed in the stack area (away from air vents); these are checked and maintained on a weekly basis.
        iii. The warehouse is equipped with heaters to help maintain a constant temperature.
2. ***Safe storage of records***

To ensure safe storage of records, certain procedures must be followed. Records are not to be stored less than 6 inches from ceilings or suspended lights or 18 inches from sprinkler heads. Records should not be stored in contact with electrical or fire alarm systems or where they will obstruct any exit, access panel, air conditioning duct, or fire extinguisher. Eating and drinking in the stack areas or research rooms is strictly prohibited. Any roof leaks or signs of the presence of rodents or insects should be reported immediately

a. Facility - The facility is a stand-alone structure. None of the exterior walls are shared with another business; The building walls are constructed of steel with a slab foundation. The closest building to the facility is approximately 50 feet.
b. Box record storage – Cardboard storage boxes containing files are stored in vertical pallet racking. All rows of pallet racks have overhead sprinklers overhead for fire suppression.
c. Open file record storage – Open file storage has file folders, x-rays or other records stored directly on shelves. Open file storage of one 8 foot level utilizes the building overhead fire suppression system. For first floor level of the open file racking, additional sprinkler lines are installed.
d. The fire suppression system was upgraded in June of 2004 with the latest sprinkler technology providing a one inch (1") opening for water to flow out at 80psi, the highest volume available.
e. The sprinkler riser is tied directly into the security system and notifies the Fire Department directly if any water flow is detected.

3. The DocuTeam Server and Data Backup

The records, boxes, files and documents stored with The DocuTeam are categorized and inventoried by a network server. Each box or container or individually tracked item is bar-coded at the time of receipt and indexed based on the description and other information. The sever runs software specifically designed for record centers and document storage called O'Neil Software. The SQL server database tracks the location of all itemized and indexed items located within the facility. This location data is critical for the management and location of specific items and documents. The integrity of this data is vital to the success of The DocuTeam as well as the security of our cleints' information. None of the client content is stored on the server, just description fields and storage locations.

Type of Data Loss Description/Examples	***Frequency[1]***
File – human error Human error, deletion, overwrite, data entry error,	83%
File – corruption File corruption, contained virus, application error,	10%
Storage Loss Failure or loss of primary storage, corruption, etc	5%
Site Disaster	<2%
Server CPU failure, theft, catastrophic virus	<1%

Data loss events come in various shapes, sizes and scopes. Disaster could be to the level of a site-wide or regional disaster where the entire business facility is inaccessible or a computer virus. The DocuTeam will respond differently to a database corruption and a building fire. Although a fire is a rare event, the business recovery entails a vastly different scope (employee safety, new facility, communications, etc.) than a purely data-driven event such as a corrupted database.

While, taken alone, it is critical to recover from a database corruption in 4 hours, if the business is recovering from a fire, the first four hours are usually dedicated to people and to securing temporary operations. A less than four-hour Return to operation for the database is the target timeline assuming there is a location to recover that data to. The scope of a data loss event affects effects The DocuTeam responds.

Data Integrity & Disaster Prevention

1. The data server is a Grade 5 RAID (redundant array of inexpensive disks). The server is built with three hard disk drives with 2 primary hard disks used to house the O'Neil database and associated applications; The third disk drive is the Paity Drive and monitors and controls the activities of the main data drives. This configuration allows for constant uptime and ease of expansion/maintenance without having to shut down the system.
2. Daily, data tape backups of The DocuTeam database and business support software are made and held off site nightly with the authorized person on call for that evening.
3. In addition to the data tape backup, a backup of the ONEIL database and SQL Server is stored an 80 Gigabyte external hard. This drive is stored in a padded case along the software CDs. In the event the server is destroyed the external drive can be used in conjunction with a DocuTeam laptop or other appropriate PC off site or onsite while a replacement server located and put into service.

[1] Statistics courtesy of Live Vault Online Backup and Recovery white paper, 2002

4. An off Site Web backup server is budgeted for implementation in Q4 of 2005. This backup server will be done via a secure dedicated web link to an offsite data vault.

4. Fire prevention

Fire prevention procedures must constantly be in effect. Good housekeeping, constant monitoring, and prompt elimination of fire hazards are essential. No smoking or open flame is allowed in anywhere inside The DocuTeam. All flammable solvents and gasoline for the backup power generator are kept out of records storage areas in a flammable liquid cabinet. Electrical outlets must not be overloaded. Extension cords are not be used on a permanent basis.

All DocuTeam employees are expected to become familiar with the location and operations of fire alarms, emergency exits, and evacuation routes. The DocuTeam Safety Committee is tasked with maintaining a safe work place and implementing training programs and inspections for compliance with OSHA workplace safety regulations.

Daily housekeeping is provided by the employees of The DocuTeam. Weekly janitorial services are performed to maintain a neat and clean work area.

5. Business Ownership Continuity

The DocuTeam is a privately held Limited Liability Corporation with five (5) owners each with varying percentages of ownership. The DocuTeam has secured a term life insurance policy for each of the owners. In the event of death to one of the owners, the policy is paid to the estate directly as a pre-arranged buyout agreement with the surviving spouse and remaining business owners. This avoids ownership proceedings or the potential for the interruption of services to our clients.

6. Preparing for and Responding to Incidents of Terrorism

Modern-day terrorists have the knowledge and the capability to strike virtually anywhere at any time. We have seen that when properly motivated, they will do whatever they have to do in order to achieve their goals. Most terrorists groups are well funded by means of drug money, family money, criminal acts, etc.

Fallout from a terrorist incident can cause the ultimate destruction or collapse of businesses that are not the terrorists' primary target. The threat to your business is a result of what you do, where you are, or with whom you do business.

The DocuTeam carries Terrorism Insurance.

Terrorists historically have chosen as their targets high-profile facilities, events, and people. High-profile businesses may include those that design, manufacture, process, or handle highly sensitive or classified items for military or defense procurement, those that make or use chemicals and hazardous materials, biological substances, weapons, or explosives, and laboratories. Potential local targets include:

- Diablo Canyon Nuclear Power Plant – 12mi.

- Vandenberg Air force Base – 50mi.
- Public buildings, such as shopping malls or museums
- Government buildings and installations
- Power generation and transmission installations
- Dams, aquifers, and community water supplies
- Activities that may be considered radical, objectionable, or extremist
- Religious activities or assemblies

Nuclear Incidents

The greatest potential terrorist threat involving a nuclear weapon would be to use such a device in an extortionist threat. However, a terrorist could detonate a large device (large vehicle bomb, or LVB) near a nuclear power plant or shipment of nuclear or radioactive devices or materials. An attack like this would have widespread consequences. In the event of a leak of nuclear material from the power plant The DocuTeam will take these steps to protect our facility and occupants

- Obtain information from the Nuclear Regulatory Commission (NRC) or Argonne National Laboratory.
- San Luis Obispo County has an early warning alarm system which produces an Audible alarm which is sounded in the even of a Nuclear event
- Contact and rely on law enforcement and government authorities and evacuate based on their orders

Intruders & Robbery

The DocuTeam has a building alarm system installed to sound an audible alarm and calls Sylvester's Alarm Company immediately. All roll up doors and person doors are equipped with contact sensors. Motion sensors are installed at the rear interior and front interior of the warehouse as well as the office area. A digital video surveillance system is scheduled for installation Q2-2005..

The below steps are in place to protect our facility:

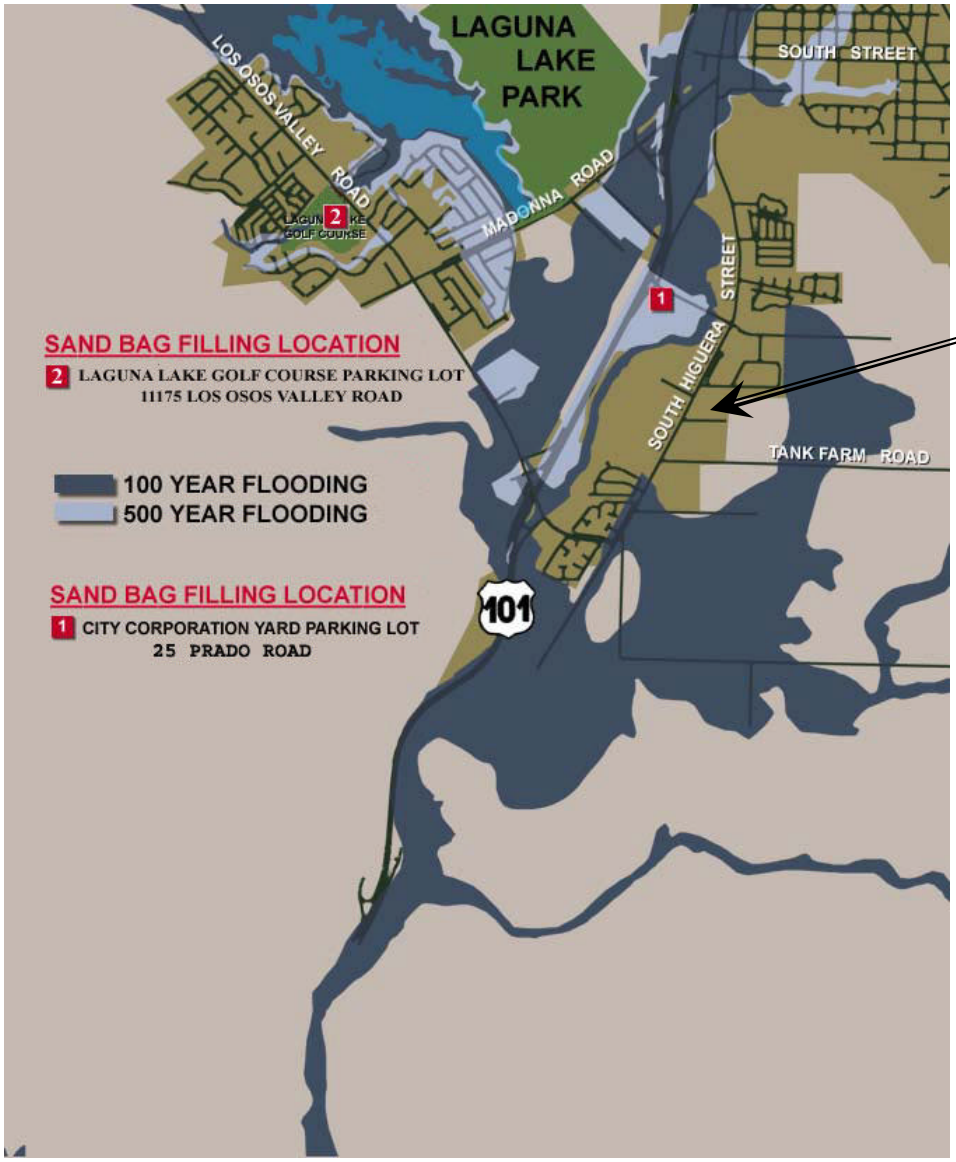
- The security systems includes Individual access codes assigned only to those employees and owners that have authority to be in the building. Access and egress history is logged at all times and monitored by Sylvester's.
- Access controls are in place for the entire premises, for both visitors and employees, entry to the building during business hours is only through the front office.
- All visitors are required to sign in at the front office and be accompanied at all times by an employee of The DocuTeam. All employees are trained to question anyone in the building not accompanied by and employee.
- Limit vehicle parking and access within or adjacent to building(s).
- There is adequate perimeter and exterior lighting and a perimeter fence and locking gate.

7. Monitoring for water leaks

There is an environmental control monitoring system that senses water pressure--indicating any water flow to the automatic sprinkler system. Building plans showing locations of water and sprinkler pipes and water cutoffs for the building, as well as information on the Alarm System, are given in Part II.

5. Flood plain designation.

Flood plains are classified as zone A, floods every 100 years; zone B, floods every 500 years; and zone C, floods not expected. The DocuTeam is located in zone C and flooding from rivers and creeks is not expected to occur.



The DocuTeam
140 Hind Lane
San Luis Obispo,

A flood from nearby creeks is unlikely due to the location of The DocuTeam. However, in the event of an area flood, sewer backup or other localized flooding the below steps & precautions will be made by the ERT.

Emergency Recovery: After the Flood

- Before entering the building, check for structural damage.
- Watch for wildlife that may have chosen the structure as a refuge to escape the floodwaters.
- Determine that all electrical hazards are controlled.
- Clean damaged property. Floodwaters may have transported sewage and other hazardous materials and document the damage.
- Begin salvage operations.

8. Evacuations Plans and Emergency Lights

All DocuTeam employees are required to notify their supervisors immediately of any potentially dangerous situations. They are also expected to become familiar with the location and operation of emergency exits, evacuation routes, and fire alarms. Supervisors shall brief staff members on emergency procedures at least annually.

Evacuation plans for the entire building are located in Part II.

9. Safety Committee and Emergency Repsonse Team

Conducting a successful and efficient salvage operation after a disaster requires activation of a team that should be established before any emergency occurs. The purpose of the Emergency Response Team is to:

1. Ensure that all reasonable measures have been taken to prevent a disaster from occurring and ensure work that all employees enjoy a safe work place.

2. Ensure that employees in the respective units are advised of emergency procedures, locations of fire alarms and extinguishers, evacuation procedures, and locations of emergency exits.

3. Assess and assist during any emergency whether during business or non-business hours.

4. Direct the flow of people during an emergency to the nearest emergency exits in the quickest and most orderly fashion.

5. Direct and supervise recovery operations to salvage the maximum volume of materials in a manner that will minimize future restoration costs and effort.

6. Coordinate personnel.

7. Identify vital records and establish recovery priorities.

8. Arrange for equipment, supplies, and space.

9. Designate a person in charge of public affairs and/or contact central office for advice.

Emergency Response Team Mission

The Emergency Response Team's collective mission is to evaluate quickly the disaster situation, make assignments, gather needed equipment and materials, set up work areas, and remove damaged records from the affected storage areas. If a disaster occurs in the building during non-work hours, the Operations Manager is designated to receive the first call, assess the problem, and initiate the phoning of others if necessary. In the event of a disaster, the Emergency Response Team should be ready to meet day or night, within hours of the reported disaster.

The Emergency Response Team is responsible for following the guidelines of the disaster plan to lessen the severity of a disaster. Each team member has been given copies of the disaster plan for home and work. The team should be prepared to brief other personnel involved in the recovery. It is essential that all workers have a clear idea of what is to be done and how to do it in a manner that prevents further damage to the records or accidents to the employees.

The General Manager has overall responsibility for the execution of the emergency plan. The GM must also ensure that Emergency Response Team (ERT) members and all other employees are aware of emergency procedures.

In the event of a building evacuation, the ERT will account for all personnel and visitors in the Records Center area. This may include the recruitment of intermittent employees necessary to carry out salvage operations.

The Operations & QA Manger is designated as preservation officer. The preservation officer should review the disaster plan annually and make any changes that may be needed to keep it current.

Part 2 - Plan of Action for Emergency Situations

Steps to Follow after a Disaster:

1. The first step taken after a disaster has occurred is to insure that the building is safe to enter. The Fire Department will notify the Emergency Response Team when the damaged building is safe to enter. The fire department's emergency management team, if they are not already on the scene, should also be consulted about environmental problems before any attempts should be made to salvage records.
2. The Emergency Response Team will notify personnel when the damaged building is safe to enter. It will be the director's responsibility to ensure that all electrical and gas hazards have been eliminated. If the air conditioning system still works, it should remain on. It is imperative to bring the temperature and humidity down, as mold will appear within 48 hours in unventilated areas made damp and humid by water.
3. If any of the records have been damaged by fire, extreme caution must be used in handling them. The records will be brittle and probably wet. Pieces of paper towels or blank newsprint (from our preservation supplies) should be placed under each charred page before moving the item. The towel or newsprint serves two purposes, to absorb moisture and to provide support. The corners of the towel or newsprint are then used to move the document.
4. Upon entering the stack area, all entrances and aisles of the stack area should be cleared. All doors should be opened to allow as much ventilation as possible. At this point an assessment of the damage can begin. The Emergency Response Team should jointly decide the extent of the damage and the most appropriate initial course of action. The wettest records within each priority category should be salvaged first.
5. If the volume of damaged archival records is small, the documents should be divided into three groups: those that will be packed and frozen; those that are only slightly damaged and can be fan dried or air dried right away; and those that were not damaged and need no treatment, except for possible relocation.

6. **Priority Records to be Salvaged** This lists the order of precedence in which damaged records are to be recovered.
    a. Restore functionality of Oneil Software for identifying document locations
    b. Medical Records and X-Rays – A potentially life saving document, these need to be made available to our clients as soon as possible.
    c. Escrow and Title Files
    d. Financial records
    e. General archive records such as HR Records, receipts and others

Fire

Sound the Alarm- The employee who sounds the alarm should also alert all persons within hearing distance by loud shouts of, **"FIRE IN (give location)". DO NOT PANIC.** The supervisor, or the person in charge of the office to which the fire is reported, will report to the Emergency Response Team the location and severity of the fire, and the name of the person who sounded the alarm initially reporting the fire.

All permanent, intermittent, and temporary employees, volunteers, and visitors are to evacuate the building immediately by the nearest fire exit and assemble on the parking lot in front of the building. Evacuation posters detailing exits and egress routes are posted throughout the building and the lighted exit signs have been placed in the stack areas (see Part III for all emergency evacuation routes).

Handicapped visitors or employees will receive special assistance in evacuating the building. All rooms, lunch rooms, rest rooms, and the conference room, will be checked by designated fire wardens. If the fire is small enough to safely extinguish using hand held fire extinguishers and fire hoses attached to the sprinkler system, this is to be done by personnel trained to do so.

Communications

The Operations Manager will make sure the fire department or appropriate agency has been called to come to The DocuTeam.

Roster call

The Operations Manager will pick up all employee time cards and sign-in sheets/logs with them to the front parking lot and call the names listed on all sheets to verify that the visitors, volunteers, contractors, and all employees not on leave status have evacuated. If there is any question about anybody remaining in the building, the employee will check with the Emergency Response Team.

Treatment of Water Damaged Materials

Due to the necessity of immediate action, primary emphasis of this plan is on the salvage of **water damaged materials**. Short of destruction by explosion or fire, damage to records resulting from water is probably the most severe. Virtually any wet document can be restored if prompt and proper action is taken. Exceptions are documents which contain very water soluble ink; these documents should be microfilmed. Although the specific methods for salvaging small amounts of material may differ from the methods for salvaging large amounts, the same general procedures are used for any type of water damage. Quick response to wet documents is key to prevent mold & degradation. For small events, The DocuTeam has selected a local firm with expertise in disaster clean up and remediation; Smith & Sons. They have experience quickly and efficiently restored documents after fire and sprinkler damage and are members of Disaster Kleenup International[2]

[2] Disaster Kleenup International, Inc., headquartered in Bensenville, IL, is a network of the leading, independent property damage restoration contractors across North America. DKI member companies provide full service to their customers: emergency response, water damage

Treatment of Records without Freezing

After the Emergency Response Team decides which material can be dried without freezing, drying rooms should be set up away from the affected area. If the air conditioning equipment and humidity controls used in the Archives stack area are still working, then drying of records should take place in this portion of the building. Relative humidity of 35-50% is optimum. Electric fans should be used to circulate air on the documents. Work surfaces should be covered with plastic sheeting. Very little cleaning should be attempted on wet records that will not be frozen. After the documents are dry, muddy records can be brushed to remove the dirt. Attempting to remove mud while paper is wet forces the dirt deeper into the paper's fibers.

Bound volumes should be interleaved with blank newspaper or paper towels, changing the blotting material as frequently as possible and as often as necessary until dry. When partially dry, the volumes may be fanned if the pages are strong enough to support the book standing on end. Wet volumes containing coated pages should not be allowed to air dry; they will stick together permanently. Document drying and clean efforts will be directed by Smith & Sons.

Treatment of Records to be Frozen

For stabilizing and restoring a large volume of water damaged materials, freezing documents at low temperatures (below 20 degrees F) is the most effective method. Cold storage provides accessible and inexpensive space in which a large volume of material can be stabilized in the condition it was found, preventing further deterioration while awaiting treatment. It also provides time to assess the damaged material and to restore the building or stack area affected.

The procedure by which the damaged records will be dried determines the way they should be packed for freezing. If only a small volume of material is frozen, it is economically more feasible to send the records to a local refrigeration unit and air dry them later by staff personnel. Bound volumes should be wrapped in freezer or wax paper to prevent their sticking to each other. Groups of textual records are wrapped in the same type of paper in packages not to exceed two inches in thickness. All bundles and volumes should be labeled, and the information recorded in a notebook.

If a large volume of holdings is damaged, the least expensive and most successful method for drying is vacuum or freeze drying. This technique allows the water to pass from the frozen to the vapor phase without going through the liquid stage. It is also effective in reducing stains on documents and odor caused by smoke. Vacuum drying should always be used with water damaged materials infested with mold at the time of freezing, as the records can be sterilized at the end of the drying process at little additional cost.

The DocuTeam has several professional firms available to address large scale document recovery including freeze drying and remediation. These include Belfor Property Resoration

abatement, mold remediation, complete reconstruction and much more 24 hours a day, 365 days a year, returning damaged property to pre-loss condition fast and efficiently, delivering complete satisfaction to their consumer, insurance, and corporate customers. Its parent company, DKI Services Corporation, provides property loss management programs for property owners and managers, risk managers, and insurers throughout the United States. For more information about DKI, visit our website at www.disasterkleenup.com or contact Stacy Walsh at 630-350-3000.

Munters and Document Reprocessors. These 3 firms have the equipment and teams available to transport large volumes of documents for drying and repair. These firms specialize in turnkey solutions and manage the interim identification, transportation and drying of the records. They also maintain the ability to request and mail records while they are being dried should they be required.

In cases of massive destruction, either conveyor belts or a human chain should be used to move the damaged material. If possible, the material should be packed onsite in an adjacent dry area. Two teams containing the same number of members should be organized, one to collect the damaged documents and the other to pack the records.

Large volumes of wet material should be moved directly from the building to the freezing facility, preferably in refrigerated trucks. For small collections of documents, dry ice may be used to freeze material for transport in unrefrigerated trucks to the freezing facility. Gloves should be worn when handling dry ice.

After material has been sent to the freezing facility, stack areas should be repaired and sterilized. Documents should not be moved into the stacks until the shelves are thoroughly clean and dry, and proper temperatures and humidity has been restored. As large collections have been safely kept in a frozen state for as long as 6 years, there is ample time to reestablish those conditions. During the period that the records are stored at a freezing or drying facility, a designated member of the Emergency Response Team should be responsible for ensuring the proper security and protection of the records.

Treatment after Drying of Records

After the critical drying operation is over, all returned dry material should be placed in the stack area and separated according to the different degrees of repair or restoration needed. Some documents may have escaped damage while others may require cleaning, flattening, or minor repairs

Before being returned to their original locations, the records should be monitored daily for several weeks to insure that mold or fungus has not developed. Random monitoring should continue at regular intervals for at least a year after re-shelving.

Treatment of Photographic Materials and Microfilm

Photographs, negatives, and microfilm stored in the Archives are salvaged and restored in a different manner than are textual records and bound volumes. For emergency stabilization, wet black and white photographs, negatives, and microfilm should be sealed in polyethylene bags and placed in plastic (not metal) garbage cans under cold, clean running water. This should be done while the materials are still wet; they should never be allowed to dry before attempting to salvage. They may be left in running water for up to three days, although, treatment at a professional photo-finishing laboratory equipped to handle water damaged photographs should begin as soon as possible.

Documentation of Disaster and Salvage Operations

In the event that a disaster does occur, a post-disaster assessment report should be written to determine the effectiveness of the recovery techniques utilized. Extensive photographs and written records of the conditions of the building and the procedures followed should be kept. It is also important to document all resources used to cope with a disaster, including personnel, materials, time, and expenses. This documentation can be important in helping to obtain emergency budgetary funds.

Insects or Rodents

To reduce the possibility of insect or rodent infestation, the strict rule prohibiting the presence of food or beverages in the record storage area is enforced. Newly received records and supplies should be examined for the presence of insects and rodents. If records are infested with insects or rodents, the Director will reject or return the documents.

Bomb Threats & Terrorism

The person receiving a bomb threat should make every attempt to write down the exact words of the caller. Note the exact time the telephone call was received and when it ended. Note any speech characteristics of the caller.

Try to obtain the following information from the caller in this order:

--When is the bomb set to explode?
--Where is the bomb placed?
--What type of bomb is it?
--What does the bomb look like?
--Why was the bomb set?

After the call has ended, the person who received the call should immediately (but discretely) report the incident to his or her immediate supervisor. The supervisor should then immediately notify the Police & Fire Departments. Building evacuation will be directed by the Emergency Response Team.

Serious Injury/Illness

If an employee or non-employee has a serious accident and/or becomes seriously ill at the facility, immediately call the FIRE DEPARTMENT. Give the dispatcher the building address and the exact location of the stricken individual. Have someone available near the front entrance to direct paramedics to the scene. A supervisor should also be immediately notified.

The Emergency Response Team will arrange for the periodic training of employees in cardiopulmonary resuscitation (CPR) and basic first aid procedures.

Minor injuries are to be handled per The DocuTeam Injury & Illness Prevention Program. The inured individual is to be transported to the nearest emergency medical facility or to an industrial medical clinic depending upon the severity of the injury.

Severe Storm Warnings

If a warning of impending storm (such as torrential rain, gale force winds, damaging sleet, snow blizzard conditions, or tornado warning) is broadcast or ominous conditions are observed, a supervisor should be immediately notified. If necessary, the Operations Manger will call for the quick and orderly evacuation of all employees to a given area within the building.

The building is not situated within a flood plain area; however, during periods of extremely heavy rain, conditions should be monitored to observe for the signs of flooding, blocked sewers, or other water-related problems.

Roof Water Leaks

Upon discovery of a roof water leak in the storage area, employees should contact supervisors or a member of the Emergency Response Team. At this time, the building owner is contacted for repair. Immediate action is to be taken to determine exactly where the leak is occurring and what measures are to be taken to prevent water damage to records until a permanent repair can be made. Central Office should also be notified. Plastic sheeting is to be immediately placed on the top of the stack units near the leak. Pails and buckets may be needed to collect water. Constant monitoring of the situation is needed to see if additional leaks occur and to empty pails. If records are being damaged by leaking water, remove them to a safer dry area. The correct shelf location should be written on the respective label of each box removed.

Roof leaks may occur at times other than during a heavy rain. One should check for leaks during and after periods of heavy winds. Rainwater that has collected on the flat roof may seep through one of the roof seams. Water may also seep through one opening, but flow within one for the many grooves on the roof and eventually fall several feet away from the actual point of entry. Condensing and air handling units located on the roof of the facility may also require examination as they have often been the source of roof leaks.

Sprinkler Head Damage

Your supervisor or Emergency Response Team must be alerted immediately in the event that a sprinkler head is activated due to an accident or malfunction. Immediate steps must be taken to close off the system water supply in order to prevent water damage to records and/or property. The water supply to the sprinkler system may also be shut off by closing the appropriate outside post indicator valves in the valve houses.

Prolonged Power Outage

A power outage is usually a short-term inconvenience, not a major emergency. However, in the event of an extended power outage lasting more than a 1 day, textual records and microfilm may be vulnerable to damage. Paper is sensitive to changes in air temperature and to the amount of water vapor in the air. Rapid changes in temperature and relative humidity over a short period of time will accelerate the irreversible deterioration process. High temperatures and/or low relative humidity may cause textual records to become brittle and crack. High relative humidity may cause textual records to warp and promote the growth of mold and mildew.

Microfilm may also be affected by rapid changes in temperature and relative humidity. Images on microfilm may become illegible under extreme environmental changes.

In the event of a prolonged power outage, every effort must be made to maintain proper temperature and relative humidity levels. The Building Manager should be contacted in any case of prolonged outage.

The DocuTeam has sufficient power generators to maintain office operations during day light hours. The Warehouse, document storage area has ample sky light for most general document storage and retrieval tasks. Good air circulation is important. Temperature and relative humidity levels should be checked. If the power outage continues for an extended period, place extremely valuable or fragile records in a location that will maintain the desired temperature (70 degrees F. +/- 5 degrees) and relative humidity (50% +/- 5%). After power is restored, temperature and relative humidity should be gradually brought to normal levels.

Hazardous Materials Threats

The building is located within fifteen yards to the west of a railroad. Although the chance of a toxic chemical-related derailment or explosion may appear to be remote, employees should be aware of this possibility. On several occasions, trains with tanker cars will sit several hours on these tracks. Derailment of chemical tanker cars could result in explosions and fires or release of toxic fumes. If such an event occurs and appears to threaten the safety of personnel and records, immediately call the FIRE DEPARTMENT.

The possibility exists of a hazardous chemical-related accident or disaster along or near local freeways. In such an occurrence, immediately call the Fort Worth Fire Department.

The Emergency Response Team must wait until public safety officials allow us to reenter the area around the building. None of the Emergency Response Team should undertake fighting chemical fires; the fire fighting should be left to the Fire Department

Earthquakes

Due to proper engineering and installation of the racking systems at The DocuTeam, not one box or file fell and there were no injuries during the December 2003 San Simeon Earthquake.

The shock or tremor will provide the only warning in the event of an earthquake. During an earthquake, the following safety procedures should be followed:

- Take immediate shelter under tables, desks, or other objects that will offer protection from flying glass and debris. Step under a doorway or into a narrow hall or corridor.
- Do not leave cover until ordered to do so.
- Evacuate the building if notified to do so by an area supervisor, the Emergency Response Team, or the Fire Department.
- Try to keep calm. Do not run outdoors. Watch for falling debris or electrical wires upon leaving the building.
- If working in one of the stack area service aisles, employees should drop to the floor (supine position) and crawl to the main aisle as quickly as possible.

- Proceed to a safe area away from the danger of being struck by falling glass, bricks, electrical wires, boxes, etc.
- Notify the Emergency Response Team of any fires.
- The Emergency Response Team will check the names of employees and visitors.

Emergency Recovery: After the Earthquake

It is important to know that aftershocks can occur after the main event. They can be as strong as the main event, but they usually diminish in strength. However, *extreme caution must be exercised*, since structures may have been weakened during the initial shaking.

- Be prepared for aftershocks.
- Shut down equipment and evacuate the building.
- Stay out of the building until the aftershocks have ceased and the building has been inspected and declared safe.
- Conduct a roll call of all personnel on site (including visitors).
- Administer first aid to victims and rescue others as necessary.
- Inspect the structure.
- Shut off all leaking utilities.
- Inspect all utilities and turn off those that are damaged.
- Do not use open flame in enclosed areas where flammable gases may be present.
- Brace, relocate, or remove any hazards that could fall during aftershocks.
- Document the damage.
- Communicate with employees and customers to keep them apprised of the damage and organizational progress.
- Begin salvage operations.

Facility Integrity and Security

In the event of a major disaster at the facility, priority must be placed on facility security. Should there be any evidence of damage to the building structure (i.e., perimeter walls or roof) which would allow unauthorized access; immediate security precautions must be taken. The affected area should be cordoned off and security personnel obtained to maintain 24-hour protection until building repairs can be made. The facility overview drawing details locations and evacuation routes for building employees.

a. Alarm System Information
b. Evacuation Routes
c. Emergency Lights

Part III. Emergency Service Numbers

Among the telephone numbers of organizations suitable for listing here are:

SLO Police Dept.	- 805-781-7317
SLO Sheriff's Dept.	- 805-781-4540
Fire Department	- 805-543-4244
Civil Defense Nat. Guard, Camp Roberts	- 805-238-3100
Civil Defense Nat. Guard, Camp SLO	- 805-594-6501
French Hospital	- 805-543-5353
SLO Ambulance	- 805-543-2626

Part IV. List of Regular Employees Home Phone Numbers and Addresses

Emergencies or disasters may occur at times other than working hours. Additional staff may also be required to assist the Emergency Response Team (ERT). Hence, a current list of employees available for duty with the ERT is maintained.

The DocuTeam's Numbers

Marilyn Allison Home: 2913 Garibaldi, San Luis Obispo, Ca 93401 Home #: 541-6508 Cell #: 440-8719	ERT	thedocuteam1@charter.net marmis@charter.net
Horacio Garcia Home: 144 Paloma Dr, Paso Robles, Ca 93446 Home #: 434-0943 Cell #: 748-2953 Liza's Cell #: 423-2763	ERT	Lacho@tcsn.net themusicboy2001@yahoo.com
Sally Keohen Home: 7990 Tassajara Creek Rd Santa Margarita, CA 93453 Home #: 438-3200 Cell #: 459-2443	ERT	slalymay@msn.com
Johnathan Haile Home: 1022 Islay St. San Luis Obispo, CA 93401 Home #: 544-1199		jonhaile@hotmail.com
Jason Brown Home: 1884 Hausna Dr. San Luis Obispo, CA 93405	ERT	jason@_underscoremusic.com

Home#. 546-9066
Cell#. 440-6768

Gai Lai — vuong1121@yahoo.com
Home #: 546-0850

Mike Collier — mike.collier@gmail.com
Home: 6111 Sly Park Rd. Placerville, CA 95667
Home # 530-903-0645

Carol Allison
Home: 743 Orchard Dr. Paso Robles, CA 93446
Home #. 238-2108
Cell #. 801-5057

Joe Sarullo
Cell#: 459-3256

Hans Sommer — ERT — hanss@charter.net
Home: 567 Gularte Rd., Arroyo Grande, CA 93420
Home #: 805-474-4223
Cell# 704-7880

Part V. Emergency Equipment and Supplies on Hand

# on Hand	Item
5-15	Gal of fresh drinking water
1	portable gas powered 5250 Watt generator & 10 Gal. of gas for a total run time of 20 hrs
1	Wet/Dry plug & battery powered shop vacuum
1 set	18V portable tool set; circular saw, saws all, drill driver
2	climbing fall arrest harnesses
2	Sponge mop with squeegee
2	Heavy duty extension cords
1	Wet/dry vacuum
7	Sponges
2	Rolls of plastic sheeting
6	Work gloves
1	First aid kit
6 rolls	6 mil plastic (polyethylene) Sheeting
6+	Scissors and/or "Zippy" Cutters

2 rolls	Heavy-duty (duct) Tape
1 doz. ea.	Paper pads, pencils, waterproof pens. Variety of Colored Self-Adhesive Dots. Large ("3x5") Self-Adhesive Labels
2	Buckets
2	Mops
2 ea.	Brooms and dustpans
3	Large, plastic garbage cans
1	Water hose with connectors
1	Adjustable spray nozzle
1 doz.	Sponges
1 doz.	Soft cloths and/or brushes
1 box	Plastic garbage bags
1 doz. rolls	Paper Towels
100	Disposable gloves (medium and large sizes)
1	Flashlight with batteries
1	Extension cords
1	Battery Operated Radio
many	Pallets
2	Pallet Jacks
2	Forklift

List of Suppliers and Vendors to The DocuTeam:

Communications - Network

Digital Foundation
Box 12228
San Luis Obispo, CA 93406
(805) 704-3400

Digital West Networks™, Inc.
3620 Sacramento Drive, Suite 102
San Luis Obispo, CA 93401
(888) 781-9378

Communications - Phone

Arrival Communications
75 Higuera
San Luis Obispo, CA 93401
(805) 547-0200

Security Systems

Sylvester Security Alarms
823 W. Knudsen Way
Santa Maria, CA 93456
(805) 543-6300

Fire Suppression

Alpha Fire Sprinkler Corp.
650 Sweeney Ln.
San Luis Obispo, CA 93401
805-541-2324

Heating & Cooling

San Luis Mechanical
3564 Higuera St.
San Luis Obispo, CA 93401
805-781-9661

Building Maintenance

Mid State Building Maint.
141 Suburban Rd.
San Luis Obispo, CA 93401
805-546-0706

Electrical

Thoma Electric
3562 Empleo St.
San Luis Obispo, CA 93401
805-543-3850

General Contractor

Craighead DA Construction
3564 Higuera St.
San Luis Obispo, CA 93401
805-541-9027

Building Janitorial

Executive Janitorial
233 Granada Dr.
San Luis Obispo, CA 93401
805-541-5266

Property & Workers Comp. Insurance

Morris & Garritano Insurance
1102 Laurel Ln
San Luis Obispo, CA 93401
805-543-6887

Disaster Clean Up

Smith & Sons
1290 Longbranch Ave.
Grover Beach, CAS 93433
805- 466-8377

Document Preprocessors
1384 Rollins Rd.
Burlingame, CA 94010
800-437-9464

Belfor Property Restoration
440 West Crowther Ave
Placentia, CA 92870
714-854-7230

Munters Moisture Control Services
201 Calle Pintoresco
San Clemente, CA 92672
949-250-1161

Newsprint

The Tribune

PRISM – 919-771-0657
Mayor Of San Luis Obispo, CA – 805-781-7417
USGS - 303-273-8500