



## Business Continuity Plan

### 1.0 Overview

#### 1.1 Policy Statement

It is the policy of Perform Air International Inc. Company ("Perform Air International Inc.") to maintain a comprehensive Business Continuity Plan for all critical organization functions. Each department head is responsible for ensuring compliance with this policy and that their respective plan component is tested no less than annually. Perform Air International Inc.'s Disaster Recovery efforts exercise reasonable measures to protect employees and client accounts, and safeguard assets.

#### 1.2 Introduction

This document is the Business Continuity Plan for Perform Air International Inc. located at 463 S Hamilton Ct Gilbert, AZ 85233 and includes the additional fixed location at 300 S Hamilton Ct.

This plan was specifically designed to guide Perform Air International Inc. through a recovery effort of specifically designed organization functions at the onset of an emergency condition. The procedures contained within have been designed to provide clear, concise, and essential directions to recover from varying degrees of organization interruptions and disasters.

#### 1.3 Confidentiality Statement

This manual is classified as the confidential property of Perform Air International Inc. Due to the sensitive nature of the information contained herein, this manual is available only to those persons who have been designated as plan participants, assigned membership to one of the Perform Air International Inc. recovery teams, or who otherwise play a direct role in the recovery process. This manual remains the property of Perform Air International Inc. and may be repossessed at any time. Unauthorized use or duplication of this manual is strictly prohibited and may result in disciplinary action and/or civil prosecution.

#### 1.4 Manual Distribution

Three independent electronic copies of this plan document will be maintained. One copy will be maintained as part of the QSM on a server at the 463 Hamilton Ct facility, and viewable to all employees who are authorized on the network. Another copy will be maintained on a server at the 300 Hamilton Ct facility. The final copy will be provided to the Accountable Manager on a USB thumb drive for storage at the 1075 N Honeysuckle Ln property. In addition, one controlled hard copy will be assigned to the Accountable Manager. If the plan becomes activated, hard copy may be generated and distributed as necessary to the Crisis Management Team.

#### 1.5 Manual Reclamation

Surrender of any previous edition of the plan is required when any distribution of a new issuance occurs. Perform Air International Inc. reserves any and all rights to pursue the return of these manuals.



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### 1.6 Plan Revision

The latest manual revision information appears in the lower right hand corner of the footer. This information indicates the most recently published version of the plan section. The first issue of this document will be designated as N/I for initial release or new issue/re-release.

### 1.7 Defined Scenario

A disaster is defined as a disruption of normal organizational functions where the expected time for returning to normalcy would seriously impact Perform Air International Inc.'s ability to maintain customer commitments and regulatory compliance. Perform Air International Inc.'s recovery and restoration program is designed to support a recovery effort where Perform Air International Inc. would not have access to its facilities and/or *database* at the onset of the emergency condition.

### 1.8 Recovery Objectives

The Perform Air International Inc. Plan was written with the following objectives:

- To ensure the life/safety of all Perform Air International Inc. employees throughout the emergency condition, disaster declaration, and recovery process.
- To reestablish the essential organization related services provided by Perform Air International Inc. within their required recovery window as identified in the Recovery Strategy in Section 2 at the declaration of disaster.
- To suspend all non-essential activities until normal and full organization functions have been restored.
- To mitigate the impact to Perform Air International Inc.'s customers through the rapid implementation of effective recovery strategies as defined herein.
- To reduce confusion and misinformation by providing a clearly defined command and control structure.
- To consider relocation of personnel and facilities as a recovery strategy of last resort.



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### 1.9 Plan Exclusions

The Perform Air International Inc. Business Continuity Plan was developed with the following exclusions:

- Succession of Management
- Restoration of the Primary Facilities
- *Restoration of Current Database*

### 1.10 Declaration Initiatives

Perform Air International Inc.'s decision process for implementing any of the three levels of recovery strategies to support the restoration of critical organization functions are based on the following declaration initiatives:

- Every reasonable effort has been made to provide critical services to Perform Air International Inc.'s customers by first attempting to restore the primary facility *and database* and/or operate using intra-day procedures.
- After all reasonable efforts have failed to restore the primary facility *and or database*, and using manual procedures severely degrades client support, Perform Air International Inc. would invoke a recovery strategy that requires the relocation of personnel and resources to an alternate recovery facility.
- If the outage will clearly extend past the acceptable period of time identified in the Recovery Strategy (Section 2), a declaration of disaster will immediately be made.



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### 1.11 Recovery Strategies

In order to facilitate a recovery regardless of the type or duration of the disaster, Perform Air International Inc. has implemented multiple recovery strategies. These strategies are categorized into three (3) levels. Each level is designed to provide an effective recovery solution equally matched to the duration of the emergency situation.

- **LEVEL 1: SHORT-TERM OUTAGE (RIDE-OUT) – LESS THAN 48 HOURS**

A short-term outage is defined as the period of time Perform Air International Inc. does not require computerized operations, or where an outage window of 48 hours or less would not allow adequate time to restore/utilize automated recovery operations.

- **LEVEL 2: MEDIUM-TERM OUTAGE (TEMPORARY) – UP TO SIX WEEKS**

A medium-term outage is defined as the period of time that Perform Air International Inc. will execute its formal disaster recovery strategy, which includes actually declaring a disaster. A disaster may either be declared company-wide or only for the affected department or building. The decision to declare a disaster will be based on the amount of time/expense that is required to implement the formal recovery and the anticipated impact to Perform Air International Inc.'s organization over this period of time.

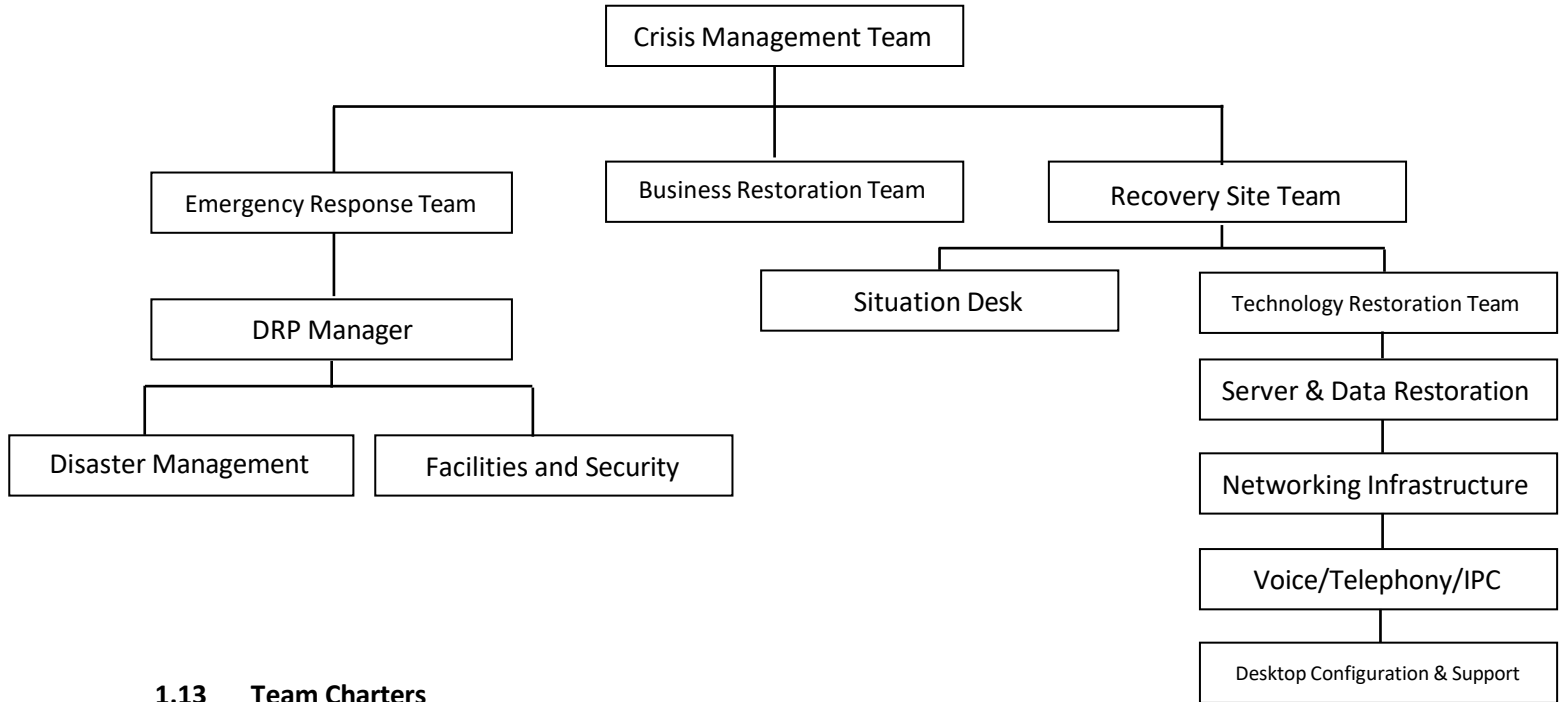
- **LEVEL 3: LONG-TERM OUTAGE (RELOCATION) – 6 WEEKS OR MORE**

A long-term outage is defined as the period of time that Perform Air International Inc. will exceed the allowed occupancy time of its primary recovery strategy. During this phase of recovery, Perform Air International Inc. will initiate a physical move of personnel and resources.

## Business Continuity Plan

### 1.12 Team Overview

During an emergency each team member contributes the skills that they use in their everyday work to the overall response.



### 1.13 Team Charters

**Crisis Management Team** – The CMT, comprised of Perform Air International Inc. Senior Executive Management, Vice Presidents and above is responsible for authorizing declarations of disaster, emergency investment strategy, approving public release of information, and ensuring vendors and customers are informed.

**Emergency Response Team** – The ERT, comprised of Executive Management, Directors and above, is first on scene to assess the damage caused by the disaster or ensure precautionary measures are taken in light of any impending disaster (e.g. inclement weather, etc.) Once the ERT determines the extent of the disaster, they will order an evacuation of the facility and mitigate the effects to Perform Air International Inc.

**Recovery Site Team** – The RST includes all Executive Management and provides enterprise-level support for both the physical site and technology issues. The members of this team will ensure that the alternate site is ready, and adequate for arriving recovery personnel. The RST will be the first at a meeting point or alternate site in order to register arriving personnel.

**Business Restoration Team** – The BRT consists of department management personnel from each Perform Air International Inc. area deemed critical to the continuation of Perform Air International Inc. The captains of the BRT get updated stated from the ERT and RST to pass on to their team members to ensure prompt recovery of each department.