

Business Continuity Plan

2.0 Threat Profile

Hazard:	Profile of Hazard:	First Response:
Floods	In several areas of Maricopa County, unusually heavy rains may cause “flash” floods. Small creeks, gullies, dry stream beds, ravines, culverts or even low lying round frequently flood quickly. In such situations, people are endangered before any warning can be given.	<p>Step 1: Monitor flood advisories</p> <p>Step 2: Determine flood potential to Perform Air International Inc.</p> <p>Step 3: Determine employees at risk</p> <p>Step 4: Pre-stage emergency power generating equipment</p> <p>Step 5: Assess damage</p>
Earthquakes	An earthquake is the shaking, or trembling, of the earth’s crust, caused by underground volcanic forces of breaking and shifting rock beneath the earth’s surface.	<p>Step 1: Shut off utilities</p> <p>Step 2: Evacuate building if necessary</p> <p>Step 3: Account for all personnel</p> <p>Step 4: Determine impact of organization disruption</p>
Power Failures	Power failures occur in many parts of the county throughout the year. They can be caused by winter storms, lightning or construction equipment digging in the wrong location. For whatever the reason, power outages in a major metropolitan area can severely impact the entire community.	<p>Step 1: Enter server room using key.</p> <p>Step 2: Observe servers and UPSs Servers should shut themselves down after an appropriate amount of time All servers should be offline within 10 to 15 minutes</p> <p>Step 3: Use cellular phone to call SRP: 602-236-8833 for assessment</p> <p>Step 4: Shutdown UPSs.</p> <p>Step 5: Shut off main circuit on main panel near shipping door.</p> <p>Step 6: If outage is expected to be longer than short-term: Notify CRT of extended outage</p>
Urban Fires	In metropolitan areas, urban fires can, and do, cause hundreds of deaths each year Perform Air International Inc.’s County is no exception. Even with strict building codes and exceptions, citizens still parish needlessly in fires.	<p>Step 1: Attempt to suppress fire in early stages</p> <p>Step 2: Evacuate personnel on alarm, as necessary</p> <p>Step 3: Notify fire department</p> <p>Step 4: Shut off utilities</p> <p>Step 5: Account for all personnel</p> <p>Step 6: Search for missing personnel</p> <p>Step 7: Assess damage</p>
Phone System outage	<i>Phone failures occur in many parts of the county throughout the year. They can be caused by winter storms, lightning or construction equipment digging in the wrong location.</i>	<p><i>Step 1: Identify phone outage</i></p> <p><i>Step 2: Forward all calls to our AOG phone (480) 653-3103</i></p> <p><i>Step 3: Work with provider with long term solution to outage</i></p>
Cyber Attack	<i>A cyberattack is any intentional effort to steal, expose, alter, disable, or destroy data, applications or other assets through unauthorized access to a network, computer system or digital device.</i>	<p><i>Step 1: Stop everything to find the virus</i></p> <p><i>Step 2: Keep the virus from spreading</i></p> <p><i>Step 3: Secure all passwords</i></p> <p><i>Step 4: Check all bank accounts</i></p> <p><i>Step 5: Stop everything to locate the virus</i></p> <p><i>Step 6: Contact Cyber Security Provider</i></p> <p><i>Step 7: Determine what was lost</i></p> <p><i>Step 8: Make the most of backups</i></p> <p><i>Step 9: replace the old with new</i></p>



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2.1 Recovery Strategy Overview

Perform Air International Inc.'s Business Continuity Recovery is based on the organization surviving the loss of facilities, database, and/or key personnel and systems during a disaster.

Once Perform Air International Inc.'s Emergency Response Team has determined that a declaration of disaster is required, the following sequence of events will occur:

Steps:	Instructions:
1. Evacuate affected facility	If the emergency requires an evacuation of employees, execute evacuation plans contained in the Emergency Action Plan Procedure located in the company QSM (ASM III.11).
2. Go to staging area.	Follow building evacuation instructions provided on the building's Emergency Exit Route Map. The staging areas are available in the Emergency Action Plan.
3. Determine length of outage.	Review written and verbal damage assessment reports from Executive Management and civil authorities and then estimate the amount of time the facility and or database will be uninhabitable.
4. Select disaster level.	Based on the estimated duration of the outage, the Crisis Management Team will declare the disaster event as either a L1 (less than 48hrs.), L2 (48hrs. to 6 weeks), or L3 (6 weeks or longer).
5. Activate alternate facilities.	The alternate facility is located at 300 S. Hamilton Ct. Gilbert, AZ 85233. In the event this facility also becomes unusable, then the property at 1075 N. Honeysuckle Ln Gilbert, AZ 85234 becomes the alternate.
6. Release personnel from the staging area.	Once the disaster level has been selected, release all personnel from the staging area to their assigned recovery location based on the type of disaster. Personnel are categorized by the following: <ul style="list-style-type: none">• Non-essential personnel• Recovery Site Team• Business Response Team• Emergency Response Team• Crisis Management Team
7. RST establish Command Center.	RST personnel are the first to arrive at the facility or alternate facility to setup and organize the command center prior to the arrival of the CMT and support personnel. The following representatives are required at the Command Center within 1-3 hours: Crisis Management Team Emergency Response Team Lead Recovery Site Team Lead
8. Establish situation desk.	At the command center, establish a dedicated line with operator to field all incoming calls. Announce command center phone number to all recovery participants.
9. Review recovery matrix.	Review the Recovery Matrix Section on a department by department basis to determine who is most affected by the disaster. Group departments by recovery resource requirements, time frames, and co-location requirements
10. Create technology shopping list.	Once the technology requirements of the effected department(s) are known, create a requirements list for the IT support staff.



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2.2 Alternate Site Setup

Once the alternate site has been secured, the RST's will work with the event staff to configure appropriate command center and recovery space.

The following provides Perform Air International Inc. configurations for general work areas and the command center.

Recovery Area:	Configuration:
Command Center: Director of Information Technology / Director of Customer Support / Accounts Payable Manager	<ul style="list-style-type: none"> • Occupancy – 15 • Room – private, 750-sq. ft. • Conference Table • Phones – 1 land line • Office Equipment – small business wireless router, 15 laptops, 1 desktop, laser printer/scanner • Office Supplies – pens, pencils, writing pads • Communications – personal cellular phones and/or walkie-talkies
Work Area Recovery: Vice President Sales & Marketing / ERT	<ul style="list-style-type: none"> • Occupancy – up to 100 • Room – 10,000-sq. ft – if entire primary building is uninhabitable • Phones – 10 cellular, 1 land line • Facsimile – 1 • Office Equipment – 2 copier/scanners, 20 laptops, 40 workstations, chairs and tables • Office Supplies – stationary, writing supplies • Communications – internet, LAN/WAN
Mail Room: Accounting Manager / Sr Manager Material Handling	<ul style="list-style-type: none"> • Occupancy – 2 • Room – 250-sq. ft. • Phone – 1 • Office Equipment – scale, postage meter • Supplies – Mailing/shipping supplies
Vital Records Staging: Director of Information Technology	<ul style="list-style-type: none"> • Occupancy – 2 • Room – private, 300sq. ft • Office Equipment – folding tables, metal racks