

INTRODUCTION

This Disaster Recovery Plan (DRP) was developed to act as a guide to assist anyone involved with an action that has caused critical services to be stopped.

It contains four basic segments, Business Continuity, Communications, Computer Systems, and Local Preparedness. Implementation of part or all of the DRP will be determined by the event being experienced. Paramount to the success of the plan is regular communication with everyone involved and continual updates to Executive Management in Portland.

Periodic review of the DRP by all management and employee's is critical to keep the plan fresh in everyone's minds but also to keep the information fresh should something become outdated.

BUSINESS CONTINUITY

PHYSICAL SITE

8/08

INHABITABLE SITE

- Isolate damaged area and prevent further damage to occur
- May need to call forward phone lines to determined cell phone or support branch
- Begin repair/recovery process

UNINHABITABLE SITE

- Alternate site locations – We have a single point contact for procuring alternate site locations both permanent and temporary. Once determined what is needed contact Chris Hughes with Pacific Real Estate Partners @ 425-974-4000 or chris.hughes@pacific-re.com. Short term leases may be available but at a premium rate.
- Establish time line for replacement/repair of site.

VEHICLES

- Vans, cargo vans, or pick-ups can be readily available through:
Northside Trucks @ 503-282-7777
DSU @ 503-285-7771
- Trucks, tractors, or trailers may have longer lead times. Rentals available through:
DSU @ 503- 285-7771 * Tractors
TEC Leasing @ 503-285-7667 * Tractors
Penske Leasing @ 503-283-2586 * Trucks
Xtra Lease @ 503-283-1030 * Trailers

LOGISTICS

- Is location able to receive product
- Inventory in transit needs to be delayed or diverted to support branch
- Evaluate inventory for loss determination and needs. Consideration needs to be given to supporting branch's inventory and space.
- Cross dock or truck transfer
- Deliver directly to the customer from supporting branch
- Road conditions for surrounding area and location
- What types of vehicles needed
- Fuel demand and supply availability

SUPPORT

- Determine what employees are needed at site. Short and long term
- What employees will be needed at support branch
- What equipment will be needed at support branch
- Motels, meals, incidental expenses
- Employee rotation at support branch

SENIOR PORTLAND MANAGEMENT CONTACT LIST

- Mike Nelson Home – 503-638-6213
 Cell – 503-841-8905
 Alt Cell – 503-781-5055
- Dave Henzi Home - 360-335-8511
 Cell - 503-913-6809
 Alt Cell – 503-913-5983
- Bob Wakefield Home – 503-655-1228
 Cell - 503-913-6804
 Alt Cell - 503-913-6803

PORTLAND PHONE LINES

- 503-285-3037 Main line hunts to 285-3647
- 503-2853647 Hunts to a DID on the T 1
- 800-929-2141 Toll free line
- 503-285-4373 Main fax
- 503-247-1200 Second main fax
- 503-285-4091 Modem
- 503-285-5861 Visa machine
- 503-285-6051 Alarm
- 503-285-8551 Alarm
- 503-546-6585 Upstairs fax through T1
- 503-913-5799 Cell phone for office
- Support branch (Kent) phone lines
 - 253-893-1900 Kent main line
 - 253-893-1901 Kent fax line

COMMUNICATIONS

PHONE SERVICE

- Contact phone service provider to call forward phone lines to support branch (see chart)

PHONE CHAIN

- Employee phone list and e-mail address list that includes alternate numbers or addresses to be attached and maintained with DRP
- Phone chain sequence as follows:
 - Senior Manager contacts Customer Service Manager
 - Customer Service Manager contacts other Dept Managers
 - Dept Managers contact their Dept employee's

- Dept Managers to maintain contact list for their Dept employees

Example:

Name	Phone #
Address	Alt phone #
Alt E-mail address	Telecommute Y / N

- Sales Dept will be contacted by the Sales Manager or Senior Management

SALES PERSONNEL ACTION PLAN

In the event that service disruptions occur, the Sales Dept. needs to actively contact customers to keep them updated with information regarding our recovery process and insure service levels are maintained.

- Senior Management will issue routine status reports of the condition of the company throughout the recovery process that need to be communicated with customers.
- Sales Dept will have to be diligent and assist in orders and delivery of products to prevent the competition from taking advantage of our plight.
- Sales Dept. needs to ensure that critical customers during a large scale disaster impact are prioritized to assist the community.

CONTACT NUMBERS

BUILDING SERVICES

- Property Casualty (Fire/ Auto/Liability)
USI Northwest
Greg Horner 503-295-8303
- Medical/Disability
USI Northwest
Ty Oliver 503-299-3407
- Minor construction or cleanup
MBS
Terry Nelson 503-281-1949
- Fire Sprinkler System
Basic Fire Protection 503-285-1855
- Plumbing / minor
D & F Plumbing 503-292-0055
- Alarm System
Sonitrol 503-223-5783

UTILITIES

- NW Natural Gas 503-598-2319
- PGE 503-464-7777
- Integra / Phone service provider 866-372-4356
- ValleyTel / Phone equip. provider 503-353-1644

COMPUTER SYSTEMS

HARDWARE/SOFTWARE

- Maintain inventory list of all computer equipment including make and model number
- Offsite storage of backup data for main system established
- Offsite storage of PC software (Excel, Word, PowerPoint, etc) backup data established
- Assess short and long term needs for replacement of hardware
- Sales laptops may be needed for short term use by other depts.
- Second Server installed in Spokane

RECORDS

- Portland to store supply of checks for Spokane, Crown, Juniper, Coastal, Barco and pick tickets for Coastal and Juniper.
- Kent to store supply of checks Portland, Kent, and Astoria offsite.

TELECOMMUTE

- Identify employees capable of telecommute functions on Dept employee's contact list.

LOCATION PREPARDNESS

SITE PLAN (ATTACHED)

- Evacuation Routes
- Meeting point with dedicated lead person to communicate with emergency personnel located in front of building, southwest side of street.
- Utility shutoffs
- Fire suppression devices

ADDITIONAL PREPARDNESS PLANS & EQUIPMENT

- Fire & life Safety Plan located in Dave Henzi's office
- Written Hazard Communication Plan located in Dave Henzi's office
- Spill Response and Containment Plan located on Warehouse spill cart
- First Aid kits located in warehouse next to office and 2nd floor bathroom
- Working flashlights located in warehouse office and with each Dept manager.