

Emergency Disaster Plan

Disasters are incidents that occur at any time of the day and require due diligence when starting the recovery process. The protection of safety of human life must be the unquestioned first priority of all persons involved with the salvage effort. Do not enter, or allow others to enter, a damaged or flooded area until officials declare it safe.

Every PRESTIGE employee should never risk their own safety to protect or rescue any documents, personal items or objects.

PRESTIGE MAINTENANCE USA EMPLOYEES SHALL NOT PROVIDE STATEMENTS TO THE PRESS OR OTHER MEDIA ON BEHALF OF THE COMPANY OR IT'S CLIENTS.

ALL INQUIRIES MUST BE DIRECTED TOWARDS THE EXECUTIVE MANAGEMENT TEAM. PROVIDE A "NO COMMENT" RESPONSE TO THE ANY MEDIA SOURCE. DO NOT PROVIDE INFORMATION PERTAINING TO THE COMPANY OR IT'S CLIENTS IN ANY MANNER IN RELATIONS TO TOPIC.

This disaster plan will help to assure the following:

- Maintenance of cash flow
- Protection of vital records
- Protection of employees
- Protection of client records
- Legal requirements by authorities
- Maintenance of healthy relations with all concerned

This Disaster Response Plan will detail our specific tasks that are to be concluded and in the priority in which the tasks are to be concluded. Every PRESTIGE employee in the area will be required to have an investment in the disaster recovery.

There are a multitude of disasters, some more severe than others. The more severe ones include, but are not limited to:

- **Environmental/Natural Emergencies**
 - These include severe weather, such as tornadoes, hurricanes, floods, wildfires, earthquakes, and droughts
- **Operational or Environmental Hazards**
 - These include hazardous materials accidents, chemical spills or leaks, improper chemical use or mixing, fuel spills (gasoline or propane), hazardous material exposure, and improper chemical storage or handling
- **Security Emergencies**
 - These include bomb threats, civil disturbance, workplace violence, political disasters, and riots

- **Public Health Emergencies**

- These include, Infectious disease outbreaks, workforce exposure to illness, public health mandates (quarantine/isolation), and widespread illness impacting operations

Some of the less dramatic, but are equally threatening include:

- High Temperatures
- High or low humidity
- Mold and Mildew
- Pests
- Asbestos

The objectives of this disaster recovery plan are:

- Anticipate possible disaster and introduce measures to reduce efforts should a disaster occur
- Staff are informed and trained
- Supplies and equipment are on hand or readily available
- Priorities are determined in the order of which items should be rescued and recovered
- Contact is established with suppliers
- To ensure that normal conditions and services are established as soon as possible after a disaster

During an emergency, the protection and safety of human life must be the unquestioned first priority of all persons involved with the salvage effort. Do not enter, or allow other to enter, a damaged or flooded area until officials declare it safe.

In the event of a natural disaster the following phone tree must be followed until person-to-person communication is obtained:

1. PRESTIGE Call Center 24/7/365: (800) 321-4773
2. Ron Stapleton: (773) 858-7783
3. Mary Martin: (214) 417-9682
4. Jason Dinverno: (773) 858-7788

Prior to entering a facility or an area that has had a natural disaster occur, the site or area must be cleared for access by the proper government agency. Electricity and water should be minimally restored to working power for proper use of facilities, and chemicals.

Communication

The Executive Management Team or the field operations will handle all directions and communication. All communication will flow via email, person to person, or other media deemed necessary to assure that a concise message is provided to the employees. Messages also may be distributed via the employee portal of the company's website.

In the event that a cellular company is unable to provide services, the company's alternative cellular company will provide service.

Employee assignments will be directed from their immediate supervisor and any questions should be brought the attention of their immediate supervisor.

Office Hubs

In the event that the Plano Texas office is uninhabitable, the Chicago office then becomes the main hub of business. In the event the Chicago office becomes uninhabitable, the Plano Texas office will resume all duties of that the facility.

The Plano Texas office shall always be considered the first source of resources and the main hub in the event of a natural disaster, with the Chicago office becoming the second source. All information must be communicated in the process.

This will include:

- Computer operations
- Communications
- Equipment and supply requirements
- Payroll disbursement (all payroll is disbursed by the Plano Texas office and sent to the regional offices for disbursement-arrangements would be made with regional management teams to assure payroll is received by each employee).

Evacuation Routes

Goal: To evacuate people and move resources out of the threatened area.

- Evacuations will be ordered when there is an imminent threat to the facility or area.
- Evacuation drills will be completed on an annual basis to ensure that all employees understand the procedures.
- The Executive Management team at each location is responsible for ordering the evacuation.
- Once the evacuation has occurred, all employees will meet at a predetermined spot, which will be listed in each location by the Executive Management Team.
- Maps are listed at each location for the proper evacuation route. They are displayed in the break room of each office location.
- The Executive Management Team will take accurate head count and in the case of a missing person will try to contact that individual via cell phone communication.
- Vital records are backed up throughout the day and kept in electronic format to ensure they are safe. These records include employee and client information.
- Periodic drills are performed annually to ensure all employees understand the procedures.
- If an evacuation has to occur at a client's site, training would be provided in ensuring that the evacuation routes are followed according to the client's specification.

Hurricanes and Tornadoes

If there are **NO** storms in the immediate area:

- Maintain a close watch on the NWS for tropical activity that may affect the Gulf of Mexico and Atlantic coast.
- Continue to review and test the plan and make necessary changes when required.
- Continue to maintain emergency supplies which will include flashlights, waters and minimal non-perishable food items on site.

If there **ARE** tropical storms or hurricanes in the area, but they do not pose an immediate threat:

- A meeting of the Executive Management Team, Disaster Team Lead, and Corporate Relations Specialist.
- A continuous watch of the NWS, as well as local networks
- Employees will be notified of the proposed plan of action that is specific to PRESTIGE or clients.
- Any paper records shall be removed and stored in a safe place.

If a storm is imminent, all employees shall be gathered in a safe place within the office, away from window. The restrooms, central supply rooms and any interior offices that do not have offices of exterior walls.

Winter Storm Preparedness

- Assure that the auxillary generator is operational.
- Notify the public notification systems about a potential closing so the employees are informed.
- Assure that the proper supplies are on hand such as candles, food, water, and blankets.
- Monitor the local NWS and discuss the possible plans of action if required.

Fire Preparedness

- Upon the discovery of a fire, the following procedures should be followed:
- Immediately call 911 and report the fire to the local fire department.
- Report the fire to the on-site Executive Management Team, or immediate manager.
- Decision will be made to evacuate the building dependent upon severity of the fire.
- If the fire cannot be extinguished locally, the Executive Management Team will be responsible for evacuating the building.
- The manual alarms should be activated when the aforementioned items is enacted.
- All employees should evacuate the building immediately and report to the designated meeting place.
- In any fire situation DO NOT USE THE ELEVATORS, USE THE STAIRWELLS ONLY IF APPLICABLE.

Bomb Threats/Terrorist Attack

- Immediately call 911 and notify the local authorities
- Report the bomb threat to the Executive Management Team and managers can start to evacuate the building.
- The Executive Management Team can notify other possible tenants or closest neighbors to assure safety.
- All should calmly vacate the building via the nearest stairwell if applicable and report to the designated meeting spot.

Dangerous and Threatening Situations (Riots/Employee Threats)

- A member of the Executive Management Team shall notify the authorities
- Assure that the employees are prepared for these types of issues by having discussions with them

- Never argue with these types of individuals, keep a smile on their face and do everything in their power to appease the person.
- An attempt should be made to reason with the person and portray a feeling of understanding towards them.
- Consideration should be given for building evacuation.
- Employees should meet at the designated meeting place.

Pandemic (Widespread Communicable Disease Outbreak)

- Stay informed about the local and national risks, by using national and local government notices, internal resources, as well as media insights.
- Put disaster plans, policies and strategies into action as needed
- Update staff, customers and suppliers with information on pandemic response
- Work with strategic supply partners and industry experts to develop training and tactical response plans for our employees and facilities
- Disinfect high touch surfaces frequently
- Provides appropriate workplace supplies, such as tissues, hand sanitizer and soap.
- Use a monitoring system to track staff absences due to the outbreak
- Conduct follow-up assessment after the event to capture lessons learned, and update plans accordingly

Electronic Data Processing & Vital Records Preservation

- All data is backed up on a regular basis throughout the day automatically.
- In the event that any data or back-up functions have not occurred as of yet, the Executive Management Team shall immediately begin the gathering and transferring process.

Vital Paper Files

- If any paper files are on site that are vital to the business, extra care should be taken in the storage of these documents. If possible, the Executive Management Team shall transfer to a safe place for temporary storage.

Other Actions

- All windows shall be taped, and blinds should be in the closed position to help minimize and breakage or shattering and blowing of glass.
- All doors should be closed, but NOT locked.

Political Disasters (Strikes/Riots/Civil Disturbances)

- Dial 911 immediately and notify local authorities of the problem.
- Notify the Executive Management Team
- The Executive Management team shall notify the other tenants of the problem
- All employees, as well as the public notification system, should be notified of such closing or evacuation.

Telephone Numbers for Employees, Vendors and Contractors

The Executive Management Team at each location will have the following contact information. As this information is updated, it will be supplied to each responsible Executive Management Team at each location.

Emergency Contacts:

Local Police (911)
Fire & Rescue (911)
Ambulance & Paramedics (911)
Sheriff
Poison Control
Employee Contacts
Admin Personnel
Supporting Personnel
Vendor Contacts
Win Team
Telephone Company & Equipment
Office Equipment
Mail Services
Transportation Services
Security & Alarm Services
Building Contractors (i.e. carpentry, plumbing, glass, roofing, etc.)

Public Contacts:

Local Radio Stations
Local Television Stations

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