

## Connecticut Spring and Stamping

**Title: Disaster Recovery Plan**

**Revision: A Date: 1/25/2014**

**File Name: QP 6.3.1 Disaster Recovery**

**Date: Dec 15, 2011**

1. **Purpose**

This procedure defines the system and instructions, and assigns responsibilities for actions to be taken in the event that CSS is unable to operate in a normal manner.

2. **Scope**

This procedure applies to all employees and departments of CSS as defined herein.

3. **Reference Documents**

None

4. **Responsibility**

➤ Disaster Recovery Team (personnel required to be available in event of disaster)

- Bill Stevenson – President
- Chuck Thomas – VP Operations
- Steve Dicke – VP Sales
- Kathy Bellemare – Human Resources
- Joe Tourville – Maintenance
- Jim Calandriello – Information Technology
- John Testa – Director of Quality
- Doug Delfini – Materials Manager
- Jerry DeJesus – Shipping & Warehouse Manager
- David Fischler – VP Finance
- Harry Lindroth – OV/Material Control Manager
- Others as determined appropriate

5. **Basic Information**

- In the event of a disaster (fire, hurricane, etc.) whereby our manufacturing facility is partially or completely incapacitated, the following outlines our Disaster Contingency Plan.
- CSS has one manufacturing facility in Farmington, CT, and one warehouse facility in Puerto Rico. CSS also has several Asian affiliates with identical spring making capabilities and some stamping and tool making capabilities.
- Insurance:
  - CSS maintains adequate levels of insurance to protect the financial interests of the business in the event of a disaster. Those levels are indicated below. Policies, asset listings, etc. are also maintained off site.
    - Property & Equipment: \$ 47,000,000 combined
    - Casualty and Business Interruption: \$19,000,000
    - Flood earthquake: \$25,000,000
    - Umbrella: \$ 15,000,000

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- **Systems and File Maintenance:**
  - Every Monday server backup media from the prior week is taken off site and stored in the vault of The Farmington Bank, Westwoods Branch. CSS backs up:
    - All corporate, departmental and user documents and files stored on the file servers.
    - The MS Access, MS SQL, Progress and Pervasive SQL databases and associated software code which comprise the CSS Estimating, Encompix and Global Shop systems.
    - The MS Exchange Server 2010 Message Store which includes all user mailboxes, contacts and calendars.
    - The System State of the main Domain Controller including the Active Directory Database containing all network user login credentials and associated permission and access control information.
  - IT indicates we could be back on line in an accelerated period (at a reduced level of capacity) by purchasing replacement equipment and using overnight delivery services. All of our computer equipment is industry standard and is readily available in the marketplace. Once the replacement equipment had been set up, the corporate data would be restored from the most recent server backup media.

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### 6. Phased Response Process Outline

- Initial activities:
  - Upon the occurrence of a disaster, the priorities will be as follows:
    - Employee safety: assess and address as appropriate.
    - Gather the disaster recovery team.
    - Notify all employees (via automated telephone announcement, WTIC local radio, WFSB local television, and CSS Website) of the current state of affairs.
    - Notification of the CSS Webmaster must be via phone. (This person is remote from CSS and may not be aware of any problems and does not check e-mail hourly.)
    - Establish a telephone hot line.
    - Establish an emergency base of operations (EBOO) to coordinate all activities.
    - Contract and set up required telecommunications, computer systems, etc. needed to establish a base of operations.
    - Notify the insurance company for immediate support and assessment.
    - Assess the current condition and develop an estimate of the recovery timeframe.
      - ◆ This will include an evaluation of the warehouse(s) to determine ability to make shipments.
    - Based on the recovery estimate, implement an action plan based on the phased response outline (following) in this document will be implemented.
    - Notify all affected customers, suppliers, lenders and other parties associated with CSS by e-mail. Inform them of the current condition and expected recovery timeframe.
- Response Classification (based on the recovery teams initial assessment).
  - Class One (temporary disruption of business <3 days) (examples: snow, isolated power outage, etc)
    - Open facility using emergency generator (as necessary): Office, shipping, IT, Warehouse
      - If phones not functioning, utilize pre-established alternate phone (this may be an arranged message line or alternate location) and/or personnel cell phones as appropriate
    - Run one shift only and ship from inventory. Data entries will be made in Global Shop® as available, otherwise use paper records so that entries can be made when operations return to normal.
      - No production operations will generally be planned due to the short nature of the shutdown
    - Receive from outside services and transport to outside suppliers, as appropriate (Loading dock on shipping power but doors can be operated manually)
  - Class Two (extended disruption of business 3-14 days (examples: long term power outage, fire, flood, etc)
    - Contact local authorities (power company, state, local, etc) for best estimate of duration
    - Provide best estimate information and special instructions to web site and radio station (instructions regarding personnel call in etc)
    - Call in pre-defined "skeleton" crew as with class one disruption
      - Operations will function as determined appropriate by senior management
      - Perform assessment of situation so that customers can be informed properly
    - Open facility using emergency generator as in Class One response (above).
    - Run one shift only and ship from inventory: Production will only be scheduled as appropriate based on situation and equipment availability

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- Shipments will ONLY be made from existing inventory. Data entries will be made in Global Shop® as available, otherwise use paper records so that entries can be made when operations return to normal.
  - Inventory will favor ONLY customers with KANBAN, Inventory Stocking Program, or similar arrangements. CSS will not be held responsible for inability to supply customers who are unwilling to support this.
- Receive from outside services as appropriate (see above)
  - Shipping to outside services can be accomplished based on available WIP to maintain product flow.
- Class Three (extreme disruption of business >14 days)
  - Same as "B" above except as noted below
    - Sales will not be allowed to acknowledge new orders until a return to business plan has been developed and a schedule is complete
    - The disaster recovery team will assess the condition of tooling for stamped parts.
    - Transfer tooling and personnel (if still viable) to alternate facilities per paragraph 5 above.
    - Utilize our Chinese affiliates, as necessary, to produce product requirements based on priorities developed by CSS.
    - Utilize local and other spring and stamping competitors, where CSS has established relationships, and coordinate with customers to provide production until CSS can begin normal operations. This may require “loaning” CSS personnel to competitors to assist in maintaining necessary product flow.
    - Caution must be exercised at this level of response because CSS is currently contractually obligated to provide product from the Farmington facility so close coordination with the customers is imperative to minimize risk to the customer, when product is under process control.
      - Coordinate and provide samples, prints, specifications, etc to the alternative sources.
      - If necessary, contract with alternative suppliers or connect the customer with the appropriate personnel at the alternative supplier.
      - Provide manpower (existing staff) to work with and/or for the alternative suppliers to insure capacity and capability.
    - If tools are damaged or destroyed, contract with known (Preferred existing relationship) stampers and tool design/fabrication companies to expedite, build and run tools. Supply CSS manpower as needed.
  - ◆ Customers will be notified using any means available of the situation and updated as necessary
- Class Four (catastrophic destruction of facility)
  - ◆ Senior management will determine what, if anything, can be done.
    - Transfer tooling and personnel to alternate facilities per paragraph 5 above.
    - Work with the insurance company who has specialists available to assist with recovery from a catastrophic event.
  - ◆ Notify customers using any means available of situation and attempt to work out alternatives.

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### **7. Records**

- CSS will document all actions related to a given disaster and generate a report for review by senior management which will highlight both successes and failures of the plan so that appropriate adjustments may be made.

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**Appendix I  
Revision Status**

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### Document Revision Index

<b>Revision</b>	<b>Paragraph(s)</b>	<b>Description</b>	<b>Date</b>
<b>0</b>		<b>Original Issue</b>	<b>1/4/12</b>
<b>A</b>	<b>4</b>	<b>Revised for new personnel</b>	<b>1/25/2014</b>