

In the event of a business disruption, The Blood Connection has a **C**ontinuing **O**perational **P**rocedures in an **E**mergency (**COPE**) plan that is designed to be used by any employee to maintain essential critical business functions. The Blood Connection's COPE plan is a very comprehensive and living document that is updated on a continuous basis by the Director of Facilities Management. Various table top exercises are performed on a yearly basis with the management team to assure top down participation in the plan. The Blood Connection also has a COPE committee which consists of various employees from each department throughout the organization. TBC attends monthly emergency management meetings with State and county officials to discuss situations or problems that may affect our business in the future. Our COPE plan is a ready reference that is available at a moment's notice and contains the guidelines and critical information necessary to recover from any size disaster.

The overall objectives of The Blood Connection COPE Plan are to protect corporate resources and employees, to safeguard the organization's vital records and to guarantee the continued availability of essential corporate services and activities. The role of this Plan in these objectives is to document the pre-agreed decisions and to design and implement a sufficient set of procedures for responding to a disaster that involves any TBC location and its services.

A disaster is defined as the occurrence of any event that causes a significant disruption in support or business capabilities. This includes any domestic disaster or act of terrorism that:

- Suddenly requires a much larger amount of blood than usual.
- OR
- Temporarily restricts or eliminates TBC's ability to collect, process, test and distribute blood.

The central theme of the Plan is to minimize the effect a disaster will have upon on-going operations. This Plan responds to the most severe disaster, the kind that requires moving off site to a backup facility. Occurrences of a less severe nature are controlled at the appropriate management level as a part of the total Plan.

The basic approach, general assumptions, and sequence of events that need to be followed will be stated in the plan. It will outline specific preparations prior to a disaster and emergency procedures immediately after a disaster. The Plan is our roadmap from disaster to recovery. As it is followed, at any time detours may be taken for various management reasons. However after the detour, the return to the main road to recovery is imperative. The Plan will be distributed to all key personnel, and they will receive periodic updates. The general approach is to make the plan as threat-independent as possible. This means that it should be functional regardless of what type of disaster occurs. In order to limit our loss, it must provide for the

logical restoring of all critical systems to a production status within 72hours after the equipment is operational at either the home location or a backup site. For the recovery process to be effective, we have organized the Plan around the team /Incident Command Structure concept. Each member of the team has specific duties and responsibilities once the decision is made to invoke the disaster recovery/ICS mode. The Plan contains the phone numbers of the team members as well as other essential TBC personnel, and represents a dynamic process that is kept current through updates, testing and reviews. As recommendations are completed or as new areas of concern are recognized, the Plan will be updated reflecting the current status.

Communication with our customers is a key element in disaster survival. Several steps have been taken to ensure effective communication during an emergency such as use of cellular phones and e-mail. Disaster notification posting on The Blood Connection's website would be included as a marketing response. Tab 15 in our COPE manual includes a list of our customers, contact names, address and phone number. In the event of a disaster our employees would access this list and make the appropriate contact with our customers.

If you have any further questions regarding our business continuity plan, please feel free to contact me at 864-751-3024.

Sincerely,

Stephen P. Jarisch, M.S - Director of Facilities Management and Procurement, The Blood Connection.