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## Site Sending Plan (Compaq)

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## Site Sending Plan (Compaq)

### Scope

This ABG Supply Chain Business Continuity Strategy encompasses those strategies and resulting plans of implementation to assure continued delivery of ABG critical products and/or services in the event of a declared disaster.

This Site Sending Plan is intended to outline the required activities to transfer (move) manufacturing operations of Compaq product for the First International Computer of Texas, Inc. (FICTX) manufacturing site that has experienced a full or partial loss of capacity to a receiving site that is capable of sustaining the flow of Compaq product to Compaq Customers.

The purpose of this plan is to provide uninterrupted distribution of the product to Compaq Customers.

### Incident Notification

Communication of an incident that has the potential to disrupt product delivery to the Customer shall be made using the FICTX and Customer "call tree" (identified later in this document). This communication from FICTX to the Customer shall be made within four (4) hours of the discovery or identification of an incident. This communication shall include:

1. What has happened
2. Scope of the incident
3. Impact to operations
4. Initial estimate of recovery time

### Team Definition

#### **FICTX Personnel**

**DELETED FOR SECURITY REASONS**

#### **Compaq Personnel**


**DELETED FOR SECURITY REASONS**

#### **FICTX Call Tree:**

**DELETED FOR SECURITY REASONS**

#### **Compaq Call Tree:**

**DELETED FOR SECURITY REASONS**

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## Information Management

### Process

In the event of a sustained interruption impacting the Information Management systems at the sending location, this section describes the processes and alternative systems that shall be used to communicate voice and data. At minimum, alternative systems for the following communication modes shall be identified:

- ❑ **Phone** - All primary phone systems can be supplemented with the use of mobile phones and or the analog emergency phones.
- ❑ **FAX** – Fax machine can be replaced with the use of email or another fax machine at the alternate FICTX facility.
- ❑ **EDI** – Cyclone or the GE VAN shall be used as backups to one another in the event of a failure.
- ❑ **Internet** – Internet services interruption is resolved by use of dial-up accounts. A secondary/backup email server exists offsite. With use of a dial-up Internet account, the secondary mail server can be accessed via POP mail.
- ❑ **WAN** – Temporary WAN services can be replaced by employing our backup VPN solution and transmitting the data across the Internet protected in an encrypted VPN tunnel.

The systems used to communicate data within FICTX include email, Shop Floor Control (SFC), and ERP. Maintenance is currently performed on these systems on a daily and weekly basis. In the event that the internal systems of FICTX are incapacitated for a prolonged period of time, critical product manufacturing, test, and shipments would be maintained in the manner of a manual process.

### Assumptions


Includes the definition of a prolonged outage as a period that would range from 12 to 24+ hours of repair. As such, the manual process would not be implemented unless systems repair time exceeds 12 hours, or the Customer's critical demands dictate otherwise.

### Personnel

**DELETED FOR SECURITY REASONS**

### Requirements

Any special requirements from the Customer need to be identified at the time they are informed of an FICTX situation. Manual process would occur at the Customer's request to meet their demands, if time is not to exceed 12 hours.

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## **Human Resources**

This Emergency Action Plan (EAP) is in place to assure employee safety from fire and other emergencies. It provides a written document detailing the actions and procedures to be followed in case of emergency.

At the time of an emergency, employees should know what type of evacuation is necessary and what their role is in carrying out the plan. In some cases where the emergency is very grave, total and immediate evacuation off all employees is necessary. In other emergencies, a partial evacuation of nonessential employees, with a delayed evacuation of others, may be necessary for continued plant operation. Employees shall be sure they know what is expected of them in all such emergency possibilities, which have been planned to provide assurance of their safety from fire or other emergency. This plan contains the information they need to know.


### **Emergency Escape Procedures and Assignments**

Procedures in Case of Fire, Bomb Threat, Toxic Chemical Release, or other incident requiring evacuation:

- ❑ Employees are to proceed to the nearest available and safe exit and leave the building as quickly as possible in the event of fire or other emergency requiring evacuation to achieve safety.
- ❑ All employees are trained in safe evacuation procedures, and refresher training is conducted whenever either the employee's responsibilities/designated actions under the plan change or whenever the plan itself is changed. In addition, the employer shall review with each employee, upon initial assignment, the parts of the plan that the employee shall know to protect the employee in the event of an emergency.
- ❑ The training includes use of floor plans and workplace maps, which clearly show the emergency escape routes included in the EAP. Color-coding aids employees in determining their route assignments. These floor plans and maps are available and posted at all times in every area of the company to provide guidance in an emergency.
- ❑ No employee is permitted to re-enter the building until advised by the Facilities Manager or Fire Department that such re-entry is safe.
- ❑ Production and Distribution staff who are operating moving machinery are to depress the closest emergency stop button en route to their assigned locations. Anyone using a forklift or powered truck should park it to the side and turn power off immediately.
- ❑ Safe meeting places are explained here: The Safe Meeting place to which all employees shall proceed for a head count is the grassy area between the west parking lot and Technology Blvd. Employees should meet in the grassy area in front of the Suite in which they work and gather together with people in their own department/assembly line for a head count by their supervisor.

### **Evacuation Team / Employee Head Count Procedures**

There is at least one Trained Evacuation Person for every twenty-five employees in the workplace to provide adequate guidance and instruction at the time of a fire emergency. A sufficient number of employees have been designated by the company and trained to assist in safe and orderly emergency evacuation for all types of emergency situations. The list of people trained includes supervisors from every area on every shift. These employees are to help direct all employees during emergency evacuation, serve as a resource of information about emergency procedures, and conduct head counts once evacuation has been completed.

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The selected employees are trained to provide adequate guidance and instruction at the time of a fire emergency. The selected employees are trained in the complete workplace layout and the various alternate escape routes from the workplace. All trained personnel are made aware of employees with disabilities who may need extra assistance and of hazardous areas to avoid during emergencies.

All Supervisors shall be responsible for reporting a head count to their Manager; the Manager shall report their head count to their Director; the Director shall report their headcount to the HR Manager; and HR shall report this number to the Facilities Manager and Fire Department.

### **Rescue and Medical Duty Assignments**

Emergency Respond Team members are responsible for assisting with first aid but are not expected to perform any rescue duties in case of an emergency. Respond Team members should evacuate under the same guidelines as non-team members, and should not reenter the building once they have exited. Professional Emergency Firefighters, Paramedics, or Police Officers shall respond in an emergency and shall help with, as well as be responsible for rescue and medical duties upon arrival.


### **Fire and Emergency Reporting Procedures**

When a fire or any other reason to evacuate the building is detected, notify Security or go to the nearest Air Horn Alarm station and activate the Air Horn. There shall be a Horn at every Security Post. Upon the activation of any one alarm, all Security officers shall sound their individual alarms. The Security Officers who sounds the first alarm shall be responsible for notifying all other Security Posts via radio. The other Security Posts shall sound their individual alarms. The alarms shall notify the Evacuation Team and all staff to begin evacuation procedures. (If the sprinkler system is activated, the Austin Fire Department is automatically notified.) Upon hearing the alarm or first becoming aware of an emergency, the Security Control Console operator shall relay the information to 911 while the various Security Posts facilitate the evacuation of the building. During an evacuation of the building, there shall be no security scanning or wandering. The function of the security officer is to assure the rapid, safe, and orderly evacuation of as many employees as possible and ensure that **NO ONE** reenters the building. Once it appears the building is vacated, all security officers shall vacate the building via the nearest door and proceed with their radios to the designated safe-area.

Unless it is unsafe to do so, the Security patrol officers from both suites shall immediately close the overhead door between Suites 100 and 200 in an effort to reduce the danger of the fire crossing to the other suite.

Area supervisors are responsible for evacuating their personnel as quickly as possible via the nearest door to the designated safe-area where each person shall be accounted for and a list of missing persons shall be reported to the manager designated in charge of each safe-area. For accountability purposes, **every employee and temp shall report immediately** to their designated safe-area for a head count by their supervisor. All Supervisors shall be responsible for reporting a head count of those missing to their Manager; the Manager shall report their head count to their Director; the Director shall report their headcount to the HR Manager/Security Console Point of Contact; and HR/Security Console Point of Contact shall report this number to the Facilities Manager and Fire Department/Emergency Officials. It is important that the Security Console Point of Contact is in this notification loop particularly on second shift when the HR and Facilities Manager are unlikely to be present.

When Emergency Officials and the Facilities Manager have ensured that it is safe to do so, they shall relate the instruction for employees to return to their workstations via Security radio and/or

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Nextel to Security Personnel and Supervisors who shall pass the word to their employees. No one is to reenter the building until the Facilities Manager gives permission.

Should re-entry into the building not be a possibility, employees shall be sent home upon direction of the Facilities Manager. Employees shall not return until they receive notification via the call tree or email notification from their up-chain.

**Tornado Procedures or Other Emergency Incidences Not Requiring Evacuation**

FIC shall provide emergency warning in the event of a tornado.

- At the time the tornado signal is given to the evacuation team via disbursement from the Facilities Manager (to the Managers to Supervisors to all Associates) all employees are responsible for moving to their to assigned place in a tornado emergency.
- Following is a table with shelter assignments listed:

Department Assignment	Shelter
All Departments	Interior offices away from exterior walls

**HR Manager Responsibilities**

The HR Manager is responsible for the following activities. He or she shall:

- Develop a written emergency plan.
- Communicate procedures for reporting a fire, bomb threat, or other emergency incident, the location of fire exits, and evacuation routes to each employee.
- Ensure that designated employees are trained in the use of fire extinguishers and the application of medical first aid techniques.

**Facilities Manager Responsibilities**

The Facilities Manager is responsible for the following activities. He or she shall:

- Conduct fire drills to acquaint the employees with emergency procedures and judge the effectiveness of the plan. One fire drill per year is required.
- Satisfy all local fire codes and regulations as specified.
- Immediately notify the local fire or police departments in the event of an emergency affecting the facility.
- If evacuation is deemed necessary, ensure that all employees are notified and a head count is taken to confirm total evacuation of all employees.
- Ensure that the building owner is contacted and informed of the emergency.

**Assumptions**


None.

**Personnel**

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**Requirements**

None.

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## **Demand Management**

### **Process**

In the event of a sustained interruption at the sending location, orders in process at the time of the interruption shall be redirected to the receiving location in order to supply the Customer order. Any new order normally directed to the sending location shall be redirected to the receiving location for Customer delivery.

### **Assumptions**

Orders could either be partially filled or completely unfulfilled. The orders shall be sent by FICTX to the Receiver.

### **New Orders**

Sending new orders to the receiving location would most likely be submitted to the receiver via email, FTP, or facsimile. If only a few new orders were to be sent, the orders would be entered and sent manually. However, if the orders continue to come from FICTX for a sustained period of time, the process would then be automated to reduce the time and cost associated with the manual generation.

### **Existing Orders**

All information on the orders caught in the FICTX production queue would be relayed to FICTX verbally (via land or mobile phone) or in written format (via facsimile or email).

This section describes the process of capturing redirected orders in the production queue from the sending location to be completed at the receiving location.

### **Personnel**

**DELETED FOR SECURITY REASONS**


### **Requirements**

None.

## **Materials**

### **Process**

In the event of a sustained interruption at the sending location, raw material in transit at the time of the interruption shall be redirected to the receiving location to supply the Customer order. Any new material directed to the sending location shall be redirected to the receiving location. Any usable raw material and WIP at the sending location shall be packaged and shipped to the receiving location.

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**Assumptions**

Sending location is assuming freight, power, and personnel-related industries are unaffected by sending location business interruption.

**Requirements**

Sending Material Management team shall notify all suppliers that have material in the off-sight HUB and in-transit to HUB or sending location of business interruption.

Determine new receiving location, which would be based on severity of business interruption.

Depending on new receiving location, sending location shall work with suppliers on redirection of material. If new receiving location is part of sending business, purchase order (PO) shall stay active and be adjusted to recover for interruption of business. If it is not, sending location shall work PO transfer of material to new receiving location.

In-house material would follow a similar plan not using suppliers. If new receiving location is part of sending business, material shall be transferred as an MI transaction. If it is not, sending location shall work with receiving location on placement of PO's for material.

**Personnel**

**DELETED FOR SECURITY REASONS**

**Special Requirements**

None.

**Logistics**

**Process**

In the event of a sustained interruption at the sending location, Finished Goods at the time of the interruption shall be shipped or redirected to the receiving location in order to supply the Customer order. All applicable export licenses, invoices, and purchase orders shall be changed as required to meet regulatory requirements.


All inbound material and material transfers between the sending and receiving sites shall also be managed.

**Assumptions**

None.

**Requirements**

Trucks bringing Finished Goods from the factory to the Distribution Center shall be redirected to the newly designated distribution facility. Contact shall be made with all common carriers moving freight to the Customers to inform them of the new pickup site.

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Only orders in the process of shipping shall be affected. All other open orders can be filled at an alternate site when the Finished Goods arrive there. Orders in the process of shipping shall have to be evaluated on an individual basis to determine if they can be shipped complete or backordered and fulfilled at the alternate site.

**Personnel**

DELETED FOR SECURITY REASONS

**Special Requirements**

No special requirements shall be needed to work through import and export. All documents can be created manually.

**Manufacturing Operations**

**Assumptions**

Product mix and associated Customer-determined processes being transferred are similar to product in production at the receiving site at the time of transferal.

Manufacturing and Test documentation can be restored from the IM system backups maintained off-site.

**Personnel**

DELETED FOR SECURITY REASONS

**Manufacturing Tooling Requirements**


Based on Assumption, no special Manufacturing tooling is required to build Customer product. The receiving site can maintain their current tooling/process methodology to build transferred product; using the supplied manufacturing process documentation to adapt the build process to their manufacturing process flow.

**Test Equipment, Tooling, and Software Requirements**

Test Equipment and Software used in the testing of Customer products are common to all Alliance sites by design. Therefore no special requirements exist.

Test tooling consists of HMU's (Hot Mock-Up's), which are built from raw materials used to build the end product. Therefore, these can be readily replicated at the receiving site with the SKU configuration documentation (Hardware SKU Matrix), Image Matrix, etc. provided by the Customer.

Image MASter IM2000 hard drive duplicator machines are used at FICTX to replicate images on end product hard disk drives. If the receiving site uses other means to perform this operation, FICTX shall provide training and related documentation to enable the receiving site to implement this methodology (if needed) to bring transferred product up in their facility.

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### Manufacturing Processes and Documentation

FICTX maintains a database of all production-related equipment and procedures, which can be re-generated from the IM system backups if necessary.


- ❑ Once determination has been made as to the viability of assembly and test-related hardware, viable hardware can be transferred to the receiving site, and sources for supplemental/additional equipment shall be provided to the receiving site personnel.
- ❑ Manufacturing process documentation in MS-Word and -Excel formats can be electronically sent to the receiving site along with documentation detailing the process flow associated with the procedures.
- ❑ Documentation for custom tooling (e.g., fixtures) shall also be electronically sent to the receiving site along with sourcing information to include lead-times.
- ❑ Test software for testing of the product shall be provided through an FTP site currently maintained by FICTX.

### Capacity Analysis

Customer-provided documentation, such as the FICTX specific MPS, Scorecard, and Hardware SKU Matrix shall be provided to the receiving site along with FICTX internal build plans based on these documents and availability of material.

FICTX has performed extensive capacity analysis on all aspects of the product assembly/test process flow and shall provide such in electronic format (e.g., MS-Excel, MS-Word) to enable the receiving site to determine:

- ❑ Projected capacity of transferred manufacturing tooling based on implementation of FICTX process equipment/flow. (If manufacturing tooling is viable for use and can be transferred to the receiving site in a timely manner.)
- ❑ Capacity of receiving site's process/test flow versus FICTX process flow to enable receiving site to decide whether/how to transition production methodology to meet the needs of the receiving site's business model.
- ❑ Number and configuration of Test Stations to allow for adaptation to receiving site assembly/test process flow. Test times by SKU shall also be provided to aid in this analysis.

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**Change Record**

<b>Revision</b>	<b>Description of Change</b>	<b>Date</b>	<b>Requestor Name</b>
A	Initial Release	10/19/01	M. Wales