BUSINESS CONTINUITY AND WINTER WEATHER

AN OVERVIEW

Winter weather creates greater risk to you and your business in a variety of ways. For that reason, it's best to ensure that you're prepared ahead of time for whatever comes your way.

Access created this overview to make you aware of the steps we take to maintain business continuity before, during and after winter weather events. This is both to provide you peace of mind on how we protect your information, as well as guide you on how you can create and manage your own business continuity plans (BCP). Our process involves decision-making at local, regional, and corporate levels and provides a blueprint for maintaining the protection of our operations and your information in affected areas. Having a BCP plan in place helps us to ensure the safety and security of our people, our facilities, and your critical assets.

Winter Weather Preparation

When Access facilities are affected by winter weather watches or warnings, we want you to know the steps that we take to prepare our facilities and prevent, to the best of our ability, significant business disruptions. Our preparations include:

- Facility inspections
- Generator maintenance (if applicable)

- Clearing gutters and drains
- Vehicle refueling

- Communication escalation plan
- Backup and failover system assessment

And we keep our team members safe by:

- Conducting mock disaster and continuity plan testing annually
- Review shelter locations

- Review Emergency Action Plans
- Enroll in utility provider alert notification systems, where available

- Create or restock disaster supply kits

Access's Business Continuity team monitors winter weather activity that may threaten to disrupt service and this team helps manage market preparations when significant weather events occur. When events have the potential for significant impact, the Business Continuity team assembles a Response Team, comprised of regional leadership and members from relevant departments including Safety & Security, Real Estate, HR, Operations and Compliance. This team provides support until any threat is mitigated.

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During a Winter Weather Event

Our local teams prepare our facilities in advance of approaching winter storms by:

1. Fueling vehicles

2. Deploying IT and electrical technicians, if applicable

3. Placing key vendors on notice (plowing, structural engineers, etc.)

4. Arranging generator deployment

5. Deploying client and employee communications

After a Winter Weather Event

When it is safe to travel following a significant winter weather event, we focus our attention on two key areas: employee outreach and facility assessments.

In the event employees are impacted, Access's Human Resources and Communications teams work directly with employees to provide aid. This assistance may include financial help, as well as providing access to critical supplies, medical services and/or transportation, and any necessary communications.

Should facilities or client material be impacted, the Access Response Team provides key strategic support, starting with deploying our key vendors to assess, remediate and repair as needed. This team remains engaged throughout this process until the location(s) return to normal operations.

Go to **https://www.ready.gov/winter-weather** to learn more about winter weather preparation, and the difference between winter weather watches, and warnings.
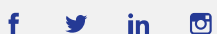
If you have questions or would like to place an order, please contact our Client Care team:

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About Access
Access is the largest privately-held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software including CartaHR, CartaDC and CartaDC Essentials, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S.

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