



Project: New Century Financial Business Continuity Articles

Assignment: Write several articles for *The Pipeline*, an internal publication, to explain the various components of the company's business continuity plan.

New Century's Business Continuity Program

Ensuring safety for our Associates and stability for our business

An unexpected incident, such as a fire, earthquake or power outage, can quickly disrupt "business as usual." New Century's Business Continuity Program is committed to ensuring that, in the event of such an emergency, we will have the resources necessary to guarantee the safety of our Associates and the continuation of critical business functions.

New Century's Business Continuity Program incorporates four areas:

- Life Safety
- Emergency Response
- Business Continuity Planning
- Disaster Recovery

Over the course of the next few months, we will address each of these areas in more detail through *The Pipeline*, on the *Go!* Intranet, and through other communication channels. After all, the more you know, the more you can participate in preserving our business resources.

Life Safety = People Safety

Though our computers may function and our data gets recovered after an incident, our valued Associates remain the most critical part of our business success. Life Safety focuses on ensuring the safety of all New Century Associates before, during and after an emergency.

To address personnel safety issues, New Century's Life Safety Group recently issued wallet cards to all Associates. These cards, which were sent to all New Century offices, provide important contact numbers and suggest appropriate actions in response to an emergency. We ask that you keep these cards with you at all times. If you did not receive a card, please see your supervisor or contact [NAME] at (949) XXX-XXXX or at *emailaddress*.

The Life Safety Group is also training Floor Wardens at several facilities. Floor Wardens are fellow New Century Associates, who will be responsible for the safe evacuation of employees and visitors during an emergency.

Whether or not there is a Floor Warden at your facility, you can take steps to ensure your own safety as well as the safety of others in your work area.

What You Can Do

Be aware of potential hazards in your local area or region (for example, hurricanes in Florida or earthquakes in California).

Plan ahead by becoming familiar with emergency evacuation routes in your work area and other areas you visit often. Determine a safe location where everyone will meet after evacuating.

Be aware of the people in your work area. Make sure all staff members are accounted for after evacuating.

Know how to communicate, both internally – to let colleagues know you are safe – and externally – to let family members know your status.

Use common sense in any situation. For instance, in the case of a storm, remain inside rather than evacuating, and don't drive on hazardous roads.

If you have questions regarding the Life Safety Program, please contact Victoria Sullivan-Lapish at (949) 724-3338 or see "Business Continuity" on P&P (under "Security") or the Go! Intranet (on the home page under "Explore").

Preparing for the Worst; Expecting the Best

Behind the Scenes of New Century's Business Continuity Program

An unexpected incident, such as a fire, earthquake or hurricane, can quickly disrupt business as usual. New Century's Business Continuity Program is committed to ensuring that, in the event of an emergency, our Associates are safe and critical business functions can resume quickly.

Several months ago in the *Pipeline*, we discussed the "Life Safety" component of our Business Continuity Program. This article explains the other three components — *Emergency Response*, *Business Unit Recovery* and *IT Disaster Recovery* — while addressing some of the questions we received after the Life Safety article appeared.

Who's in charge in case of an emergency? How will I know who's in charge?

As part of **Life Safety** planning, a Floor Warden and a Community Emergency Response Team (CERT) have already been established at most sites. Floor Wardens are responsible for the safe evacuation of associates, customers, and visitors during an emergency. CERT members are trained in fire safety, CPR, basic first aid, and light "search and rescue." They can provide aid, assistance, and support during an emergency. Both Floor Wardens and CERT members will be wearing orange vests.

If an incident occurs at a location other than New Century's headquarters, how will management know what's going on?

As part of **Emergency Response** planning, an Emergency Operation Center has been established at our Irvine headquarters and "incident commanders" have been identified at each New Century site. Incident commanders are responsible for communicating with the Emergency Operation Center as much as possible while the incident unfolds. He or she will also help coordinate appropriate emergency response activities and assess the damage after the incident.

What if my computer is destroyed or I can't access Go!?

As part of **IT Disaster Recovery**, IT personnel, both at your site and at our data centers, will be hard at work restoring business systems as soon as safely possible. Business systems designated as "critical" will be restored first. While IT is responsible for the restoration of applications and data, the Business Unit Team Leaders are responsible for verifying that the data restored is complete and accurate.

Who decides which business systems are "critical"?

As part of **Business Unit Recovery**, Business Unit Team Leaders have been working hard to ensure that Business Unit Recovery Plans are complete and up to date. These plans identify which systems are critical and which are less so, and checklists are in place for the IT Disaster Recovery teams.

What happens if my work site is completely destroyed?

New Century has contracted with SunGard, a business recovery vendor, to provide workgroup recovery sites for critical business units unable to resume business operations in their normal work sites. If your site is completely destroyed, you may

find yourself in a SunGard location until New Century Management can make arrangements for a new work site for your business unit.

Who do I call to find out where to go after an incident?

On your Emergency Evacuation wallet card, there are several numbers to call to check on the status of an incident and to let people know where you are if you off-site when an incident occurs.

While less significant incidents may occur for short periods of time, our Business Continuity Program is based on a "worst case" scenario. No matter the severity of the incident, ensuring the safety of all Associates is EVERYONE'S first course of action. Business resumption activities can only begin *after* all Associates are accounted for. You can do your part by keeping your wallet card with you at all times and maintaining current contact information (see sidebar).

If you have any further questions regarding New Century's Business Continuity Program, please go to "Business Continuity" on P&P (under "Security") or the Go! Intranet (on the home page under "Explore"). You may also contact _____ with specific questions.

Sidebar:

To verify your contact information, send an email to humanresources@ncen.com and ask for a copy of your record. You can also check in Outlook and the Go! Intranet Phone Book.

If your information is incorrect or needs to be updated, fill out a Personnel Change Notice form (request from HR or download from the HR home page in the Corporate section of *Go!*) and visit the "Update Information" page on *Go!* by clicking on "Update Info." button on the *Go!* home page (left column).