



BUSINESS CONTINUITY AND FLOODS

AN OVERVIEW

Flooding events can happen without warning, are the most common of all natural disasters, and they have the potential to impact your business in a variety of ways. For that reason, it's best to ensure that you're prepared ahead of time should a flood impact you.

Access created this overview to make you aware of the business continuity plans (BCP) we follow before, during and after these types of 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 plans. 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 business continuity plan in place helps us to ensure the safety and security of our people, our facilities, and your critical assets.

Flood Preparation

Should an Access facility be threatened by a flood watch or warning, we want you to know the steps that we take to prepare our facilities and prevent, to the best of our ability, a water intrusion event. Our preparations include:

- Roof inspections
- Grounds maintenance
- Clearing gutters and drains
- Communication escalation plan
- Backup and failover system assessment
- Sandbagging door openings
- Vehicle relocation and refueling

And we keep our team members safe by:

- Conducting mock disaster and continuity plan testing annually
- Communicating evacuation zones and routes, and shelter locations
- Reviewing our Emergency Action Plans
- Enrolling in utility provider alert notification systems, where available
- Creating or stocking disaster supply kits

If an Access facility is threatened by flooding, Access's Business Continuity team will monitor the flood activity and will help manage market preparations. As part of these preparations, the Business Continuity team assembles a Response Team, comprised of regional leadership and members from relevant departments including Safety & Security, Real Estate, Operations, HR and Compliance. This team provides support until the threat is mitigated. In addition, Access will listen to Emergency Alert System, NOAA Weather Radio, and local alerting systems for current emergency information and instructions.

During a Flood

With critical preparations underway, action items are tracked as daily assigned, itemized tasks. The Business Continuity team and Response Team members provide support for, and monitoring of, key tasks, including:

1. Fueling contingency plans
2. Obtaining additional security guard coverage (as needed)
3. Deploying IT and electrical technicians
4. Placing key vendors on notice (roofing, structural engineers, etc.)
5. Deploying generators
6. Developing client and employee communications

After a Flood

When it is safe to travel following a flood, 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/floods> to learn more about flood preparation and awareness.

If you have questions or would like to place an order, please contact our Client Care team:

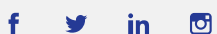
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About Access

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, 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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