LOOMIS BUSINESS CONTINUITY PLAN

The Loomis Business Continuity Plan is designed to resolve operational issues in the event of minor or major service disruptions.

Introduction

This document provides Loomis customers with an overview of the company's **Business Continuity Plan (BCP)**. Because of the specific and sensitive nature of the information contained in the full BCP, this summary has been created to give a general overview of the Plans' contents, without revealing sensitive or proprietary company data or the private information of Loomis personnel. Loomis has implemented measures to recover from minor through major disruptions of services to our customer base.

We fully understand that any loss of service to our customer base could have a substantial impact on our customers. As such, detailed **Disaster Preparedness and Business Resumption Plans** have been developed to obtain a full recovery of all our critical business processes in the event of a significant business disruption.

Business Continuity Plans have been created to deal with losses resulting from events such as:

- Natural disasters—hurricanes, floods, severe storms, and earthquakes.

- Man-made disasters—pandemics, civil unrest, power outages, hazardous material spills, and terrorist attacks.

- Sabotage or major security breaches that require operational shutdown.

- System, hardware, network, and software failures.

We have created a company-wide **Incident Command and Emergency Response** structure that is supported by a suite of **Crisis Management Protocols** to ensure that our employees and customer assets are suitably protected, that our lines of communication with employees and customers are open, and that we can quickly recover from a significant business disruption.

Each section of our Business Continuity Plan has been designed to give as much information and preparation as is required to recover from a loss of service. Key management and operations personnel have been closely involved in the Plan's creation and its ongoing maintenance. The Loomis Business Continuity Plans are updated on an annual basis with input from all major operating organizations of the company. We hope this document is helpful to you in understanding Loomis's Disaster Preparedness and Business Resumption process. If you have additional questions, please reach out to your Account Manager.

Contents of The Plans

The Loomis Business Continuity Plans are organized in a way that facilitates the assignment of specific procedures to key team members. Each Branch and Corporate Business Unit (HR, IT, Finance, Fleet, Customer Service, etc.) has developed Plans that are both specific to their operation and fully integrated across the Loomis organization. Although they are updated annually, and are therefore subject to change, the following is a listing of representative sections contained within a Branch or Business Unit Business Continuity Plan:

- **Executive Overview —** Discusses Purpose, Scope, Assumptions, Recovery Time Objectives (RTO), and Strategy.

- **Business Operations —** Describes a particular branch or business unit's general operations, staffing levels, vital records, mission-critical processes, and provides a Business Impact Analysis (BIA).

- **Response Organization —** Describes the organization of the recovery teams, and outlines the different phases of recovery, from initial response through final restoration. The following roles and teams have been created:

  » **Incident Commanders (IC)** direct all company resources at a Branch, District, and Corporate level. As in other Incident Command Systems, the chain of command flows from the Branch IC to the District IC and finally to the Company IC.

  » **The Emergency Management Team (EMT)** is an assemblage of senior executives whose role is to advise and assist in making emergency-related policy decisions in the event of a cross-regional disaster. In addition to the Company Incident Commander, the EMT is made up of executives from HR, IT, Finance, Fleet, Sales, Cash Management Services, Vault Operations, Fleet and Transit, Legal, and Risk Management.

  » **The Emergency Response Team (ERT)** is responsible for district-wide command and control during an emergency. The ERT is led by the District Incident Commander and comprises experts in Vault, Transit, Cash Management Services, and other front-line responders overseeing recovery efforts from Mobile Command Centers in the affected area.

  » **The Communications Response Team (CRT)** is responsible for ensuring that lines of communication are established and maintained during a disaster event. Working with the ERT, the CRT utilizes a Mobile Communications Center, equipped with various Email, Web, Conferencing Tools, and Satellite Communications to ensure that field personnel and other employees are kept informed of response and recovery efforts within the affected area.

  » **The Operational Reserve Team (ORT)** is made up of Loomis employees from outside the affected area brought into disaster sites to supplement and supplant local employees during a disaster event. These pre-identified teammates are aware that they are subject to be activated, similar to a military call up of reserve troops.

- **Plan Activation and Operation —** Describes the Monitoring, Notification, and Activation procedures for responding to three different disaster levels:

  » **Level One (Minor Incident):** Defined as a local event with limited impact, which does not affect the overall functioning capacity of the business. Examples would be a contained hazardous material incident, a limited power outage, or a small fire.

  » **Level Two (Emergency):** Defined as any incident, potential or actual, which seriously disrupts the overall operation of the business. Examples would be a building fire, a civil disturbance, or a widespread power outage of extended duration.

  » **Level Three (Disaster):** Defined as any event or occurrence that has taken place and has seriously impaired or halted the operations of the business. Examples would be a hurricane, a damaging tornado or other community-wide emergencies.

- **Pre-Event Checklists —** Details the actions that must be taken on a continual basis at the Branch, District, and Corporate level to ensure that we can appropriately respond to any emergency or disaster. These Checklists cover all of Loomis operations, from Corporate Management to Facilities, Information Technology, Vaults and Fleet.

- **Command Centers —** Describes the Mobile Command and Mobile Communications Centers, their make-up and capabilities, and the procedures for rapid deployment to the affected areas.

- **Emergency Communications —** Describes the methods for communicating with employees, customers, and emergency response personnel in the event of a Level Two or Three event, including in-building announcements, the use of Email and Web-based notifications, in bound contact centers, toll-free telephone numbers, and mobile voice and data communications.

- **Incident-Specific Checklists —** Contains detailed procedures to respond to events with both pre-warning (e.g., Hurricanes, Volcanic Eruption, Storms, Demonstrations, etc.) and without pre-warning (e.g., Earthquake, Fire, Bomb Threat, Violence in the Workplace, Equipment Failure, etc.).

Each Branch and Business Unit Business Continuity Plan also contains critical contacts that will be needed during an emergency event, including all emergency team members, employees, customers, critical vendors, law enforcement, and emergency response personnel.

Branch Facilities

Each of our branches have identified primary and secondary operating locations, allowing them to relocate their Cash Management Services, Transit, and Vault operations as needed when responding to a Level Two or Three event. Detailed procedures have been established to meet rapid, safe, and secure evacuation, assembly, and shelter-in-place needs. Emergency supplies are held at each branch to support those employees either remaining at the branches or those Operational Reserve Team members replacing branch employees.

Risk Management Oversight

The Risk Management Team at Loomis has been deeply involved in the creation of the Branch and Business Unit Business Continuity Plans. In addition to chairing the company's BCP Steering Committee, a senior Risk Management executive serves as the Company Incident Commander and another as the Business Continuity Coordinator. This ensures that the organization's response to a business disruption is based on solid risk mitigation principles.

Notification and Contacts

Each Loomis Branch and Business Unit has a notification list included in their specific Business Continuity Plan. As part of their BCP, some team members are responsible for contacting other team members, Incident Commanders, emergency authorities, vendors, and customers in a planned sequence when a disaster occurs (i.e., in a "Communications Tree" fashion).

As appropriate, these lists contain all personal information (Names, Phone Numbers, and Email Addresses) for both primary and secondary contacts. An abbreviated Client Contact List is included in each Branch BCP, with detailed customer information (contacts, services, contracts, etc.) being stored both off-site and at our Head Office.
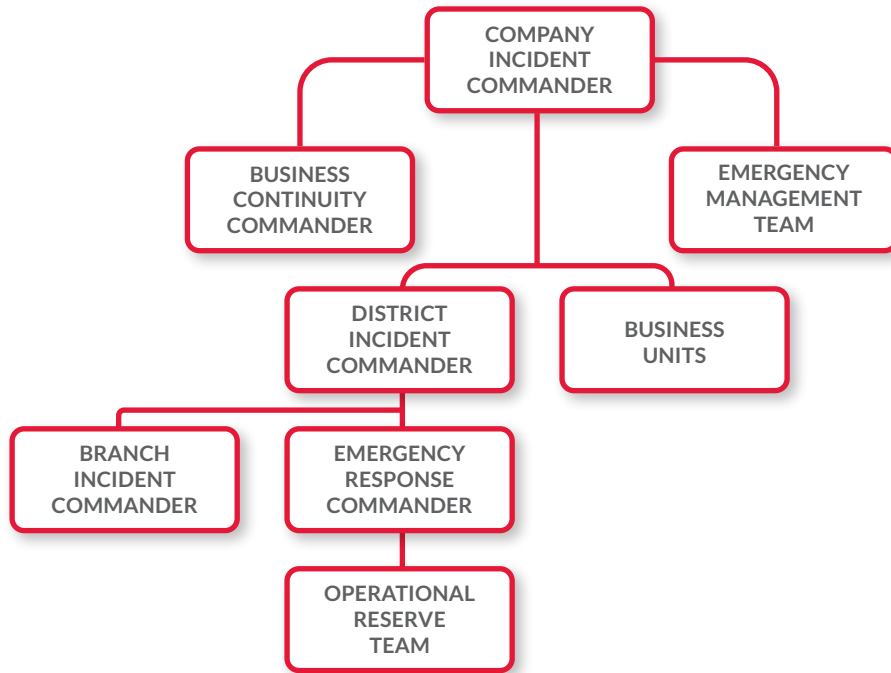
PURPOSE **SCOPE** **ASSUMPTIONS** **RECOVERY** **STRATEGY**

Business Continuity Organization Structure

The following diagram describes the Loomis Business Continuity teams.

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                        COMPANY
                        INCIDENT
                       COMMANDER
          ┌────────────────┼────────────────┐
    BUSINESS                              EMERGENCY
   CONTINUITY                            MANAGEMENT
   COMMANDER                               TEAM

              DISTRICT            BUSINESS
              INCIDENT             UNITS
             COMMANDER
      ┌──────────┼──────────┐
   BRANCH           EMERGENCY
  INCIDENT          RESPONSE
 COMMANDER         COMMANDER
                        │
                  OPERATIONAL
                    RESERVE
                     TEAM
```

Business Continuity Protocols

The following diagram generally illustrates the process for responding to and recovering from a disaster. Each Branch or Business Unit BCP describes in detail specific responsibilities and action items to be taken by team members.

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                    BRANCH
                   INCIDENT
                  COMMANDER
                       │
                   DISTRICT          EMERGENCY
                   INCIDENT          RESPONSE
                  COMMANDER           TEAM
                       │
                   COMPANY
                   INCIDENT
                  COMMANDER

 COMMUNICATIONS    EMERGENCY        OPERATIONAL
   RESPONSE       MANAGEMENT          RESERVE
    TEAM             TEAM              TEAM

  SALES, HR,       BUSINESS        OTHER DISTRICT
  AND MEDIA        UNITS AS         ERT/QRT AS
RELATIONS TEAM     REQUIRED          REQUIRED
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