



INFLUENZA PANDEMIC: BUSINESS CONTINUITY PLAN

Objective

The objective of our Business Continuity Plan (BCP) is to minimize the impact on our employees and clients by the promotion of awareness and preventative measures in the event of an Influenza Pandemic.

Background

As of April 27, 2009, H1N1 Flu Virus (Human Swine Flu) was reported in Canada, Mexico, the United States and other countries around the world. The H1N1 Flu Virus (Human Swine Flu) is a respiratory illness that causes symptoms similar to those of the regular human seasonal flu. The symptoms include fever, fatigue, and lack of appetite, coughing, and sore throat. Some people with H1N1 Flu Virus (Human Swine Flu) have also reported vomiting and diarrhea.

Since this is a new strain, people will likely have no natural immunity to protect against the virus. International experts are concerned that this strain could spread quickly. Investigation is underway to learn more about the way the virus spreads. The World Health Organization estimates there will be only 20-30 day window between emergence and pandemic.

Potential Impact on T.C. Trading Company

- Employee Absenteeism
- Supply Interruptions
- Logistic Interruptions
- Client Uncertainty

Educating and Protecting Employees and Visitors		Department
Preventative Measures and Awareness		
Virus Protection Awareness <i>(Good Hygiene Practices)</i>	An orientation will be provided to staff on Virus Protection (i.e., good hand washing, stay home when sick, etc...)	Human Resources
Review Symptoms and Risks <i>(H1N1 Flu Virus -Human Swine Flu)</i>	All employees and visitors will receive an <i>Influenza Informational Sheet</i> - a fact based overview detailing risks and symptoms of the virus.	Human Resources
Monitor Employees Health	Human Resources will work closely with senior management staff to monitor employees who are reported ill or suspected of being ill.	Management & Human Resources
Protection Supplies Available	Each work area and reception area will be supplied with hand hygiene product, cleaning supplies, masks, and other such supplies.	Purchasing and Operations
Update Staff on Regular Basis	Employees will be updated regularly by Human Resources. In the event of an Influenza Pandemic, senior management will assess which means of communication is the quickest form (written or oral) to be used in an effort to communicate with staff members. We will also employ a call tree so that senior management can reach all employees quickly. The call tree includes all staff home and cell numbers.	Human Resources
Post Informational Awareness Fliers for Employees and Visitors	Informational fliers will be posted detailing symptoms, risks, and preventative measures. In the event of an Influenza Pandemic, a flier will be posted immediately within and outside of the facility detailing action plan.	Human Resources

Business Constituents – Providing Awareness and Protection

Area of Impact	Preventative Measures	Responsible
Employee Absenteeism (Employees who are ill or caring for sick loved ones)	We will pre-identify and train “back-Up Support” for essential department functions and plan for possible requirements of overtime from employees that are available. If necessary, the relocation of critical personnel will be moved to alternative sites for continued business interactions.	Operations and Senior Mgt
Supply Interruptions	When necessary, alternative suppliers and/or service providers will be identified - ideally in offsetting geographic regions from existing suppliers.	Warehouse Dept.
Logistics Interruptions	In an event where there is a logistic interruption or cancellation, alternative carriers will be identified and contacted immediately to assure delivery of product. Clients will be made aware of any interruptions or cancellation by telephone and/or email.	Transportation Dept.
Client Uncertainty	All clients will be provided with an <u>Employee Directory</u> and the names of their main contact and “back-up” person working with their account. In event of an Influenza Pandemic, senior management will assess which means of communication is the quickest form (written or oral) to be used to communicate with clients. For example, if we have communicated with clients by e-mail but the Internet is unavailable, we will call on the telephone and follow up where a record is needed with paper copy sent by U.S. mail or fax.	Operations and Senior Mgt
Contacting Us	If after a significant business disruption and you’re unable to contact us, please call our 24 Hour Answering Service at (360) 384-8646. Your call will be immediately directed accordingly.	Operations

Summary

In the event of an Influenza Pandemic, our first response is to safeguard our employees’ lives. The next response would be to make an immediate business operational assessment, establish a strategic plan, inform and update employees, clients, and visitors, and as soon as possible recover and resume operations to continue business as usual. In the event that we determine that we’re unable to continue our business operations because of potential risks to our employees, clients, visitors, or general public, we will assure client prompt access to their product inventory and immediately address all business related initiatives.

While we have taken steps to develop and implement a Business Continuity Plan (BCP), we acknowledge that no recovery plan is perfect. The unpredictable nature of such an event as the Influenza Pandemic precludes absolute preparedness. Moreover, pre-planning for such an event is robust and we believe that our *Plan* is consistent to other Business Continuity Plans established within our industry. This *Plan* will be reviewed annually and updated as necessary. Any material changes to the above information will be available on our website, www.tctradingcompany.com.

For more information, please contact Sonia Hayes, Vice President of Human Resources/Risk Management, T.C. Trading Company at (360) 332-5656, x1009 or email at sonia@tctradingcompany.com.