BUSINESS CONTINUITY PLAN OVERVIEW

INTRODUCTION

The purpose of this document is to provide 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 actual BCP, this summary has been created to give a general overview of the Plans' contents, without revealing company sensitive or proprietary 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 substantial impact on our customers, and – 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 such as hurricanes, floods, severe storms, and earthquakes
- Man-made disasters such as 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 us 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 do not hesitate to call 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 specific to their operation, but that are 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 situation. The ERT is led by the District Incident Commander, and is comprised of experts in Vault, Transit, Cash Management Services, and other front line responders overseeing recovery efforts from Mobile Command Centers located within 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.

INFORMATION TECHNOLOGY

Loomis has developed detailed plans for the restoration of critical IT processes and operations. In addition to designing an architecture that prevents, detects, and isolates security breaches, the resiliency of the network is based upon automatic re-routing of traffic in the event of a circuit failure. Furthermore, we have contracted with a nation-wide third-party provider to support the re-location and restoration of our corporate and customer-facing systems in the event of a Level Two/Three event. Client data, application software, configuration files, and other required information are backed up daily and stored at an off-site location.

Our branch systems are equally protected, via alternate circuit paths, network-based file back-up, and spare server/workstation equipment held on a regional basis and at Head Office in the event that replacement equipment is needed.

BRANCH FACILITIES

Each of our branches have identified primary and secondary operating locations, allowing them to re-locate 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 – yet 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

As risk management is the foundation of all we do at Loomis, the Risk Management Team 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 – ensuring that the organization's response to a business disruption is based on solid risk mitigation principles.
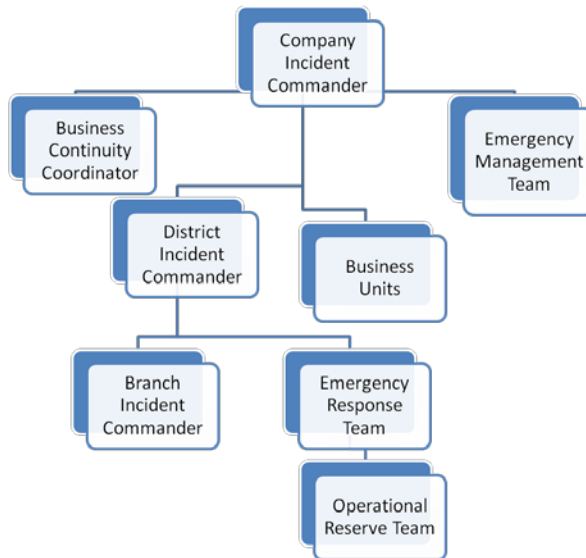
NOTIFICATION AND CONTACTS

Each Loomis Branch and Business Unit has a notification list that is 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.
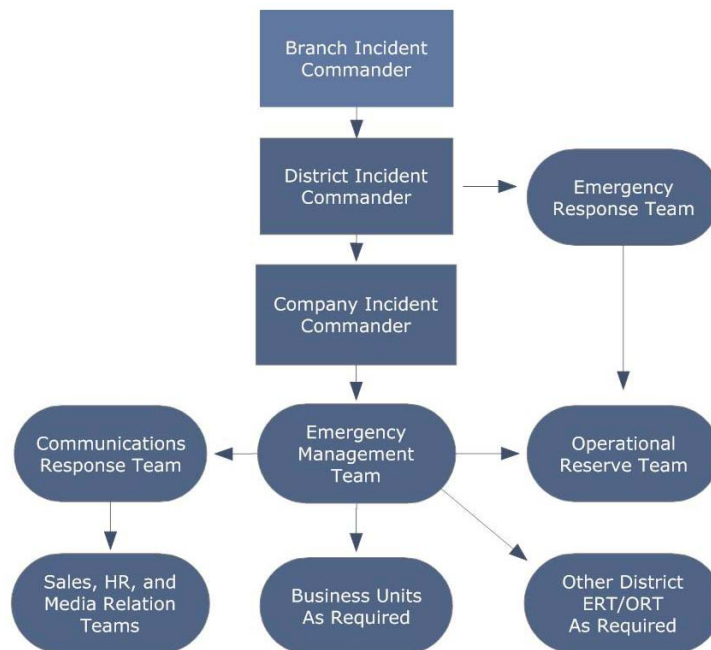
BUSINESS CONTINUITY ORGANIZATION STRUCTURE

The following diagram describes the Loomis Business Continuity teams.

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.

CONCLUSION

The objective of the Loomis's Business Continuity Plan is to protect human life and ensure that we respond to a disaster or other serious business disruption in an organized, effective and professional manner with a goal of minimizing the effect of the disruption on our people, clients and business operations. Since disasters and significant business disruptions are inherently unpredictable, we need to be flexible in responding to actual events as they occur.

The Company's comprehensive business continuity strategies are designed to enable us to meet our existing obligations to our customers even in the event of an emergency or significant business disruption; however they are not infallible. The Plan is designed to work in many different emergency situations; but these events are, by their nature, unpredictable and it is impossible to anticipate every scenario that could cause a business disruption. Furthermore, although we are confident in our own preparedness, Loomis has no control over the various entities that we must rely upon in the event of an emergency. Our Business Continuity Plans are tested periodically to ensure readiness; yet such tests may not be able to replicate the actual conditions we experience in a real emergency.

We hope that this document is helpful to you in understanding Loomis's Disaster Recovery and Business Resumption process. If you have additional questions, please do not hesitate to call your Account Manager.

The information contained in this document is provided by Loomis for informational purposes only. Nothing contained herein shall be construed to amend, supplement or otherwise modify any of the terms and conditions set forth in any customer agreement between our customers and Loomis.