AvePoint, Inc.
Business Continuity Plan

Purpose

The purpose of this business continuity plan is to prepare AvePoint in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. All AvePoint sites are expected to implement preventive measures whenever possible to minimize network failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses all AvePoint system sites and operations facilities.

Scope

The scope of this plan is limited to potential extended service interruptions to business operations due to disaster, catastrophe, or other externalities. This is a business continuity plan, not a daily problem resolution procedures document.

Plan Objectives

- *Serves as a guide for the AvePoint recovery teams.*
- *Provides procedures and resources needed to assist in recovery.*
- *Identifies vendors and customers that must be notified in the event of a disaster.*
- *Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.*
- *Identifies alternate sources for supplies, resources and locations.*
- *Documents storage, safeguarding and retrieval procedures for vital records.*

Assumptions

- *Key people (Team Leaders or Alternates) will be available following a disaster.*
- *A national disaster such as nuclear war is beyond the scope of this plan.*
- *This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster.*
- *Each support organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.*

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1

Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by AvePoint operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Recovery Teams

- *Emergency Management Team (EMT)*
- *Location Response Coordinator (LRC)*
- *Local Restoration Team (LRT)*
- *Incident Response Team (IRT)*
- *Crisis Communications Team (CCT)*

See Appendix A for details on the roles and responsibilities of each team.

Team Member Responsibilities

- *Each team member will designate an alternate backup.*
- *All the members should keep an updated calling list of their work team members' work, home, cell phone numbers both at home and at work.*
- *All team members should keep this binder for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan.*

Instructions for Using the Plan

1.1.1 Invoking the plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan and remain in effect until operations are resumed at the original location, or a replacement location and control is returned to the appropriate functional management.

1.1.2 Disaster declaration

The Emergency Management Team and Location Response Coordinator are responsible for declaring a disaster for Technical Services and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by AvePoint Corporate. The Emergency Management Team/Location Response Coordinator will respond based on the directives specified by Corporate.

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2

1.1.3 Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Management Team (EMT) must be activated immediately in the following cases:

- *Two (2) or more systems and/or sites are down concurrently for five (5) or more hours, and*
- *Any problem at any system or network facility that would cause the above conditions to be present or there is certain indication that either of the conditions are about to occur.*

Data Backup Policy

Full and incremental backups preserve corporate information assets and should be performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure location isolated from environmental hazards.

Department specific data and document retention policies specify what records must be retained and for how long. All organizations are accountable for carrying out the provisions of the instruction for records in their organization.

Technical Services follows these standards for its data backup and archiving:

Backup Retention Policy. Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system. Backup images are stored for at least two weeks.

Backup Schedule Policy. A full image backup will occur at least once per week, with recurring daily incremental/differential backups throughout the rest of the week.

Offsite Storage Procedures. Essential backup data should have at least one full backup image stored at a geographically separate location from the original source. The offsite backup data is to be renewed every four weeks.

Emergency Management Procedures

The following procedures are to be followed by system operations personnel and other designated AvePoint personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

NOTE: *Anyone not recognized by the Technical Services staff as normally having business in the area must be challenged by the staff who should then notify security personnel.*

These procedures are furnished to AvePoint management personnel to take home for reference.

In the event of any situation where access to a building housing a system is denied, personnel should contact your immediate supervisor or management via telephone and request to work from home.

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3

Alternate locations

Workplace: WORK FROM HOME

- *If primary workplace is not accessible during an emergency, contact your immediate supervisor or management via telephone and request to work from home.*

In the Event of a Natural Disaster or Pandemic Outbreak

In the event of a major catastrophe or a pandemic outbreak affecting an AvePoint facility, immediately notify the Infrastructure Manager.

Procedure

STEP	ACTION
1	Notify Infrastructure team of pending event, if time permits.
2	24 hours prior to event: • *Create an image of the essential server system and files* • *Back up critical system elements* • *Create backups of e-mail, file servers, etc.* • *Notify senior management* • *Prepare users for alternative work environment (such as work from home)*

In the Event of a Fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, **evaluate the situation and** determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it.

- *Personnel are to attempt to extinguish* **minor fires** *(e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any* **other fire or smoke situation** *will be handled by qualified building personnel until the local fire department arrives.*
- *In the event of a major fire, call 911 and immediately evacuate the area.*
- *In the event of any emergency, system site security and personal safety are the major concern. If possible, the operations supervisor should remain present at the facility until the fire department has arrived.*
- *In the event of a major catastrophe affecting the facility, immediately notify the* **Infrastructure team.**

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4

Procedure

STEP	ACTION
1	Dial 9-1-1 to contact the fire department
2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Alert emergency personnel on: Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
4	Alert the Regional Infrastructure Manager. He/she will notify the Emergency Management Team Coordinator. **NOTE:** *During non-staffed hours, security personnel will notify the Regional Infrastructure Manager responsible for the location directly.*
5	Notify Building Security. Local security personnel will establish security at the location and not allow access to the site unless notified by the Regional Infrastructure Manager or his designated representative.
6	Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance permit.
7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. **Under no circumstances may any personnel leave without the consent of supervision.**

In the Event of a Network Services Provider Outage

In the event of a network service provider outage to any facility, the guidelines and procedures in this section are to be followed.

Procedure

STEP	ACTION
1	Notify Infrastructure team of outage. Determine cause of outage and timeframe for its recovery.
2	If outage will be greater than 1 hour, notify telephone carrier to route all calls to alternative facility.

5

In the Event of a Disruption of Hosted (RackSpace) Services

In the event of a disruption of hosted (RackSpace) services, including SharePoint, email, Skype, and website, the guidelines and procedures in this section are to be followed.

Procedure

STEP	ACTION
1	Notify Infrastructure team of outage. Determine cause of outage and timeframe for its recovery.

2	Infrastructure tasks:
	
	• Notify RackSpace support and determine cause and severity. Request mounting of backup data as necessary from RackSpace support
	
	• If disruption will be greater than 5 hours, begin failover to alternate sites as follow:
	
	   • *Emailserver – JC*
	   • *Webserver – JC*
	   • *SharePoint – JC*

Plan Review and Maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster or component testing. Additionally, with the dynamic environment present within AvePoint, it is important to review the listing of personnel and phone numbers contained within the plan regularly.

The plan will be stored in a common location where it can be viewed by system site personnel and the Emergency Management Team. Each recovery team will have its own directory with change management limited to the recovery plan coordinator.

The Recovery Plan Coordinator will be responsible for the plan. A recovery plan coordinator will be assigned for each company location. Their specific responsibilities are as follows:

Frequency of plan update: Quarterly or when there is a change in personnel

- *Provide a copy of plan to all team members. Team members must store copy at home, in a personal car, or electronically via a hand-held device or laptop computer.*

- *Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories). Communicate with the Emergency Management Coordinator to get up-to-date information periodically.*

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6

- *Hold initial team meeting to get team members acquainted with the plan and hold annual meetings to review the plan on an ongoing basis.*
- *Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, and implementation plans.*

Alert/Verification/Declaration Phase

Notification of Incident Affecting the Site

On-duty personnel responsibilities:

If During Working Hours: Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Location Response Coordinator.

If Outside of Normal Business Hours: Technical Services personnel should contact the Location Response Coordinator.

Provide Status to Emergency Management Team ("EMT")

The Location Response Coordinator (LRC) will contact the Emergency Management Team (EMT) and provide the following information when **any** of the following conditions exist: (**See Appendix B for contact list**)

- *Two or more facilities are down concurrently for five or more hours.*
- *Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.*

The LRC will provide the following information:

- *Location of disaster*
- *Type of disaster (e.g., fire, hurricane, flood)*
- *Summarize the damage (e.g., minimal, heavy, total destruction)*
- *Emergency Command Center location and phone contact number; a meeting location that is close to the situation, but away from the disaster scene*
- *An estimated timeframe of when a damage assessment group can enter the facility (if possible)*

The EMT will contact the respective market team leader and report that a disaster has taken place.

Decide Course of Action

Based on the information obtained, the EMT decides (with the LRC) how to respond to the event: mobilize IRT, repair/rebuild existing site (s) with location staff, or relocate to a new facility.

Inform Team Members of Decision

If a disaster is not declared, the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the EMT.

If a disaster is declared, the Location Response Coordinator will notify the Incident Response Team members immediately for deployment.

Declare a disaster if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster must also have at least one (1) backup who is also authorized to declare a disaster in the event the primary person is unavailable.

EMT Notifies CCT to Inform Internal and External Parties

Using the call list in **(Appendix D),** EMT members contact Crisis Communications Team members to inform them of the situation. If known, advise as to when operations will be restored or what actions will be taken to restore operations.

Disaster Declared: Mobilize Incident Response Team/Report to Command Center

Once a disaster is declared, the Incident Response Team (IRT) is mobilized. This recovery team will initiate and coordinate the appropriate recovery actions.

IRT and EMT members assemble at the affected location if accessible, otherwise at the local Command Center at 11AM the next day. Members may also dial in to the emergency conference bridge if he/she cannot meet at the designated area.

See Appendix E for Regional Command Center Locations and emergency conference bridge.

The LRT remains at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

Conduct Detailed Damage Assessment (This may also be performed prior to declaring a disaster)

1. Under the direction of local authorities and/or LRC/IRT assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.

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8

A. Participate in a briefing on assessment requirements, reviewing:

   a. Assessment procedures

   b. Gather requirements

   c. Safety and security issues

NOTE: *Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.*

B. Document assessment results using Assessment and Evaluation Forms contained in Appendix G

   Building access permitting:

   - *Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data*
   - *Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRC/LRT.*

2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly.

3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged.

4. Recommendations for required resources.

5. Contact the EMT and decide whether the situation requires the initiation of business recovery plans (long-term disaster months) or if work can return to the primary location (short-term week or so).

Contact EMT/Decide Whether to Continue to Business Recovery Phase

The LRC gathers information from the IRT and other sources; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the LRC, the EMT decides whether to continue to the business recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site (s). Provide periodic status updates to the EMT Leader.

The business recovery phase of this plan will be implemented when resources are required to support full restoration of system and/or facility functionality at an alternate recovery site (e.g., another company office, vendor hot site, cold site) that would be used for an extended period of time.

NOTE: *During the Initial Response Phase, service should be shifted to alternate sites if possible to allow operations to begin functioning and provide service to its customers. Initially reduced service may be provided until sites can be fully restored.*

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9

Business Recovery Phase

This section documents the steps necessary to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time. Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

AvePoint System and Facility Operation Requirements

The system and facility configurations for each location are important to re-establish normal operations. **A list for each location will be included in Appendix F**.

Notify Technical Engineering Staff/Coordinate Relocation to New Facility/Location

See Appendix A for Technical Engineering staff contacts associated with a new location being set up as a permanent location (replacement for site).

Secure Funding for Relocation

Make arrangements in advance with suitable backup location resources. Make arrangements in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support. Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office and other relevant firms.

Notify EMT and Corporate Business Units of Recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc.

Operations Recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

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10

Appendixes

Appendix A: AvePoint Recovery Teams

Emergency Management Team (EMT)

Charter: Responsible for overall coordination of the disaster recovery effort, evaluation and determining disaster declaration, and communications with senior management.

Support Activities:

- *Evaluate which recovery actions should be invoked and activate the corresponding recovery teams,*
- *Evaluate and assess damage assessment findings,*
- *Set restoration priority based on the damage assessment reports,*
- *Provide senior management with ongoing status information,*
- *Acts as a communication channel to corporate teams and major customers, and*
- *Work with vendors and IRT to develop a rebuild/repair schedule.*

Location Response Coordinator (LRC)

Charter: Responsible for overall coordination of the disaster recovery effort for their region, establishment of the command center, and communications with Emergency Management Team.

Support Activities:

- *Notify the Incident Recovery Team,*
- *Gather damage assessment information and report it to EMT,*
- *Determine recovery needs,*
- *Establish command center and related operations. The command center is a prearranged meeting facility where EMT/LRT/IRT members meet to coordinate damage assessment and business recovery tasks for the affected operations,*
- *Notify all Team Leaders and advise them to activate their plan (s) if applicable, based upon the disaster situation,*
- *If no disaster is declared, then take appropriate action to return to normal operation using regular staff,*
- *Determine if vendors or other teams are needed to assist with detailed damage assessment,*
- *Prepare post-disaster debriefing report, and*
- *Coordinate the development of site specific recovery plans and ensure they are updated semi-annually.*

Location Response Team (LRT)

Charter: The Location Response Team (LRT) is responsible for the initial alerting/notification of the problem to the LRC during normal business hours. During off hours, the LRT will be notified along with the LRC. In the event of a disaster declaration, this team will become a part of the Incident Response Team.

Support Activities:

- *Provide the following information to the LRC in the event of an outage:*
  a. Type of event
  b. Location of occurrence
  c. Time of occurrence

- *Coordinate resumption of voice and data communications:*
  a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
  b. Recover voice mail and electronic mail systems when requested by EMT.
  c. Verify voice mail and electronic mail are operational at the alternate site.
  d. Review the AvePoint Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

- *Coordinate resumption of information system operations:*
  a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
  b. Recover critical data files and related information when requested by EMT
  c. Ensure that network and perimeter security is re-established at alternate location
  d. Verify normal, secure operation of systems and servers at alternate site
  e. Review the AvePoint Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

Incident Response Team (IRT)

Charter: The Incident Response Team (IRT) is formed to deploy to the disaster location when a disaster is declared.

Support Activities:

- *Provide recovery support to the affected location and operations.*

- *Coordinate resumption of voice and data communications:*
  a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined.
  b. Recover voice mail and electronic mail systems when requested by EMT.
  c. Verify voice mail and electronic mail are operational at the alternate site.
  d. Review the AvePoint Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations.

- *Coordinate resumption of information system operations:*
  a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations.
  b. Recover critical data files and related information when requested by EMT.
  c. Ensure that network and perimeter security is re-established at alternate location.
  d. Verify normal, secure operation of systems and servers at alternate site.
  e. Review the AvePoint Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations.

IT Technical Support (TS)

Charter: IT Technical Support will facilitate technology restoration activities.

Support Activities:

Upon notification of disaster declaration, review and provide support as follows:

1. Facilitate technology recovery and restoration activities, providing guidance on replacement equipment and systems, as required.
2. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations.

Appendix B: Recovery Team Contact Lists

Emergency Management Team (EMT) (Primary)

Name	Address	Office	Mobile/Cell Phone
Executive General Manager		New Jersey	
Chief Service Delivery Officer		New Jersey	
VP of Information Technology		New Jersey	
Chief Customer Officer		Richmond	
Chief Operating Officer		Richmond	
VP of Legal		Richmond	
Sr. Operations Director		Arlington	
Chief Marketing Officer		Arlington	

Emergency Management Team (EMT) (Secondary)

The Secondary Emergency Management Team consist of members in a broader scope and will declare emergency and threat level in the event that the Primary team is unable to meet.

Name	Address	Office	Mobile/Cell Phone
Director, Global Talent Acquisitions		Chicago	
SVP Public Sector Sales		Arlington	
Commercial Sales Director		Texas	
VP of Central/West Enterprise Sales		Denver	
Country Manager		UK	
General Manager		Germany	
COO of Japan		Japan	
Managing Director, ANZ		Australia	
Country Manager, Singapore		Singapore	
Executive GM		China	

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14

Location Response Coordinators (LRC)

Name	Address	Office	Mobile/Cell Phone
Executive General Manager		New Jersey	
Chief Service Delivery Officer		New Jersey	
Chief Operating Officer		Richmond	
Chief Customer Office		Richmond	
VP of Legal		Richmond	
Sr. Operations Director		Arlington	
Chief Marketing Officer		Arlington	

Incident Response Team (IRT)

Name	Address	Office	Mobile/Cell Phone
Executive General Manager		New Jersey	
VP of Information Technology		New Jersey	
Chief Operating Officer		Richmond	
Chief Customer Office		Richmond	
Associate IT Manager		New Jersey	
IT Manager		New Jersey	
IT Administrator		New Jersey	

Technical Services (TS)

Name	Address	Office	Mobile/Cell Phone
IT Administrator		New Jersey	
IT Administrator		New Jersey	
Associate IT Manager		New Jersey	
IT Manager		New Jersey	
IT Asset Advisor		New Jersey	
Cloud Operations Engineer		Germany	
IT Administrator		UK	

Appendix C: Emergency Numbers

First Responders, Public Utility Companies, Others

Office	Utility Name	Contact Name	Phone
Richmond	Riverfront Plaza – Property Management		
Jersey City	CBRE – Newport Towers		
Jersey City	Security Desk – Newport Towers		
Chicago	Illinois Center – Property Management		
Arlington	Colonial Place – Property Management		

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16

Appendix D: Crisis Communications Team Contact List

Name	Address	Office	Mobile/Cell Phone
Chief Operating Officer		Richmond	
VP of Legal		Richmond	
Executive General Manager		New Jersey	
Chief Customer Officer		Richmond	
Chief Risk, Information Security and Privacy Officer		Remote	

Appendix E: Emergency Command Center (ECC) Locations

Office	Address
New Jersey	525 Washington Blvd, Suite 1400 Jersey City, New Jersey 07310
Richmond	Riverfront Plaza, West Tower 901 East Byrd Street, Suite 900 Richmond, VA 23219
China - Changchun	Tellhow Shenlan International Block 4, 10th Floor Jingyue Hi-Tech Industry Development Zone, No.1550 Tianpu Rd, Changchun, Jilin Province, China 130011

Conference Line	
Toll Free Access Number	
Participant PIN Code	
Moderator PIN Code	

Appendix F: Minimum Acceptable Recovery Configuration

Email, SharePoint, FTP, and website services provided to both internal and external parties. Employees should have secure access (via VPN or other encryption) to resources from any external location including alternate work facility or home.

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17

Appendix G: Forms

Incident/Disaster Form

Upon notification of an incident/disaster situation the On-Duty Personnel will make the initial entries into this form. It will then be forwarded to the ECC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and "normal business" has resumed.

Time & Date	
Type of Event	
Location	
Building Access Issues	
Projected Impact to Operations	
Running Log (Ongoing Events)	

Critical Equipment Status

Assessment and Evaluation Form

Recovery Team	

[---------STATUS---------]				
	Equipment	**Condition**	**Salvage**	**Comments**
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

[LEGEND] Condition:

OK – *Undamaged*
DBU - *Damaged, but usable*

DS - *Damaged, requires salvage before use*
D - *Destroyed, requires reconstruction*

Appendix H: Building Evacuation Information

Jersey City Office: Please follow the Newport Towers evacuation procedure. In case of emergency evacuations, please use the exit stair wells labeled on both wings of the floor.

Richmond Office: Please follow the Riverfront Plaza, West Tower evacuation procedure. In case of emergency evacuations, please use the exit stair well closest to the freight elevator and exit at the West Tower Circle Exit.

Arlington Office: Please follow the Colonial Place evacuation procedure. In case of emergency evacuations, please use the exit stair wells labeled on both wings of the floor.

Chicago Office: Please follow the Illinois Center evacuation procedure. In case of emergency evacuations, please use the exit stair wells labeled on both wings of the floor.

Appendix I: Inventory of Primary Equipment and Systems

RackSpace hypervisor servers

1	
2	
3	
4	

RackSpace VMs

1	(Email)	
2	(SharePoint)	
3	(SharePoint)	
4	(SharePoint)	
5	(SharePoint)	
6	(SharePoint)	
7	(SharePoint)	
8	(SharePoint)	

JC Servers

1	
2	
3	
4	
5	
6	
7	

Office 365 (Primary Email, SharePoint, Dynamics)

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20

Appendix J: Inventory of Backup Equipment and Systems

- Office 365 (Email, SharePoint, Dynamics): backups located in AvePoint Online Services (Azure)
- SharePoint On Premise (RackSpace): backup data located at RackSpace and JC
- FTP (RackSpace): backup data located at RackSpace, data also available on local storage in JC/CC
- Backup of on-premise Hyper-V is performed through Veeam. Data is then backed up to tape using Veeam. Tapes are sent offsite to Iron Mountain weekly

Appendix K: Approved Vendor List

Server and Computer Equipment Suppliers

Company Name	Contact	Work	Mobile/Cell Phone

Communications and Network Services Suppliers

Company Name	Contact	Work	Mobile/Cell Phone

Electrical Contractors

Company Name	Contact	Work	Mobile/Cell Phone

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21