The Simple Truth:
What Is Agility Recovery?

Bob Boyd – President & CEO
Agility Recovery

For Audio: (1) Listen through PC speakers, OR (2) Dial 609-318-0025 and use access code 143-717-536
Prepare to Survive.

Agility Recovery

Agenda

- The “WHO”
- The “WHY”
- The “WHAT”
- The “HOW”
- The Results
- The Basics

For Audio: (1) Listen through PC speakers, OR (2) Dial 609-318-0025 and use access code 143-717-536
Prepare to Survive.

The “WHO”
The Agility Vision

**Agility is in the business of saving businesses.**
For businesses large and small, Agility is the difference between giving in to a crisis and surviving one.

We believe that we are uniquely positioned to assist businesses of all sizes to prepare and recover.
Introducing Agility Recovery

WHO WE ARE:

- 23 Year old privately held company, former division of GE Financial.
- Operates as a membership organization to provide preparedness planning, business continuity and recovery provider to members throughout North America
- Currently protect over 10,000 member locations
- Span diverse industries including banking, manufacturing, insurance, public sector, education, healthcare, professional services firms among others.
Introducing Agility Recovery

WHO WE ARE:

• Provide preparedness planning and recovery assets including temporary power, satellite telephone & internet communications, mobile recovery space, temporary facilities, and replacement technology assets.
• Hundreds of documented real-world recoveries including responding to over 2,600 events in 2011 alone (92 recoveries)
• Average over 300 recovery test exercises completed each year
• Have fulfilled 100% of our commitments for over 23 years
The “WHY”
DISASTER RECOVERY - Is this what comes to mind?

Tuscaloosa, Alabama – April 2011
A TECH FOCUSED RECOVERY PLAN COULD MISS SOMETHING IMPORTANT.

PEOPLE, FOR INSTANCE.
Why Agility?  Track Record.

- Passionately focused on changing the level of preparedness and resiliency in North America
- Uniquely positioned to provide comprehensive, proven and affordable planning and recovery capabilities
- Unmatched experience and expertise
- Over **10,000 member locations** across the continent
- Over 90 declarations managed in 2011
- 2,600+ Events responded to in 2011
- Hundreds of tests conducted annually
- *Our success rate is 100 percent throughout our history*
Why Agility?

Industry Experience.

Insurance
Finance
Professional Services
Healthcare
Government/Public Sector
Education
Utility
Food/Hospitality
Legal
Distribution
Manufacturing
And more!
The Agility Readysuite solution addresses the typical high-cost, high-frustration factors associated with business continuity planning.

1. **Immediate Protection**
   - The moment you become an Agility member, your business is covered.

2. **Customized recovery plan**
   - Dedicated Continuity Planner to assist in developing your plan. Access and edit your plan anytime on myAgility, our online planning resource.

3. **24-hour access**
   - Our recovery specialists are available whenever you need Agility.
Prepare to Survive.

The “WHAT”
ReadySuite Recovery Solution

**Whatever you need, whenever you need it.**

When disaster hits, Agility will be there on the scene, providing you with any, or all, of the critical elements you need to keep your business in business.

**myAgility Planning Portal**
Including both myAgility and myAgility Family

**Power**
Emergency generators stationed across North America

**Space**
ReadySuite mobile offices complete with desks and chairs

**Technology**
IT and office equipment stocked for express delivery

**Connectivity**
Satellite connectivity to restore phone and internet service
2011 Events including Alerts & Declarations:
2,667 Reported Events

- Snow Storms: 37.8%
- Thunderstorms/Tornado: 32.8%
- Hurricane/Tropical Storms: 23.4%
- Isolated: 4.3%
- Forest Fire/Wildfires: 1.1%
- Regional Flooding: 0.3%
- Tsunami: 0.2%
- Strike: 0.1%
- Regional Power Outage: 0.2%
## Specific Event

<table>
<thead>
<tr>
<th>Event</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>1888</td>
</tr>
<tr>
<td>Hurricane Irene/Tropical Storm Bill</td>
<td>592</td>
</tr>
<tr>
<td>Full Mobile</td>
<td>76</td>
</tr>
<tr>
<td>Phone Outage</td>
<td>24</td>
</tr>
<tr>
<td>Internet Outage</td>
<td>24</td>
</tr>
<tr>
<td>Hardware Failure</td>
<td>23</td>
</tr>
<tr>
<td>Interim Space</td>
<td>18</td>
</tr>
<tr>
<td>Flooding</td>
<td>16</td>
</tr>
<tr>
<td>Air Conditioning Failure</td>
<td>2</td>
</tr>
<tr>
<td>Water Pump Failure</td>
<td>2</td>
</tr>
<tr>
<td>Restrooms</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2667</strong></td>
</tr>
</tbody>
</table>
Disaster Events Requiring Recovery

Recoveries by Type

- Power Outage: 40%
- Phone Outage: 22%
- Connectivity: 11%
- Water Pump: 2%
- Restrooms: 1%
- Portable A/C Unit: 1%
- Technology: 13%

2011 Agility Recovery Event Summary
# The Reality of Disasters

Agility responds to non-mega events every day.

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Example Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>A/C Failure</td>
<td>Evacuation, Explosion, Network Failure, Microwave Fade</td>
</tr>
<tr>
<td>Arson</td>
<td>Human Error, Humidity, Fire, LED Stress</td>
</tr>
<tr>
<td>Asbestos</td>
<td>Flood, Electricity, River Flooding</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>Explosion, Fraud, Gas Explosion</td>
</tr>
<tr>
<td>Bomb Blast</td>
<td>Frozen/Pipes, Hacker, Wood Burning</td>
</tr>
<tr>
<td>Brown Out</td>
<td>Hacker, Violence</td>
</tr>
<tr>
<td>Burst Pipe</td>
<td>Humidity, HVAC Failure, Ice Storm</td>
</tr>
<tr>
<td>Cable Cut</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Chemical Spill</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>CO Fire</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Communication Failure</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Condensation</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Construction</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Coolant Leak</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Corrupted Data</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Diesel Generator</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Electrical Short</td>
<td>HVAC Failure, Ice Storm, Worm</td>
</tr>
<tr>
<td>Fire</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Fraud</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Frozen Pipes</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Hacker</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Hail Storm</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Halon Discharge</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Human Error</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Ice Storm</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Insects</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Landlord Conflict</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Lightning</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Lost Data</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Network Failure</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>PCB Contamination</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Plane Crash</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Power Outage</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Power Spike</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Power Surge</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Programmer Error</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Raw Sewage</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Relocation Delay</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Rodents</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Roof Cave In</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Sabotage</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Shredded Data</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Sick building</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Smoke Damage</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Snow Storm</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Faulty Sprinkler</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Static Electricity</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Strike Action</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Terrorism</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Theft</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Toilet Overflow</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Tornado</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Train Derailment</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Transformer Fire</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>UPS Failure</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Vandalism</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Vehicle Crash</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Virus</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Water (Various)</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Wind Storm</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Volcano</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
<tr>
<td>Epidemic – H1N1</td>
<td>Explosion, Humidity, Halon Discharge</td>
</tr>
</tbody>
</table>
Prepare to Survive.

The “HOW”
Generator Yards - US
POWER – TECHNOLOGY – SPACE – CONNECTIVITY
Priority Relationships with multiple commercial and retail leasing & holding companies to ensure availability, flexibility and economics when providing recovery space options to fit any need.
Satellite communication provides instant access to phone and Internet service.
Prepare to Survive.

The “RESULTS”

Where the rubber meets the road.
The Flood – Hurricane Irene

Union, New Jersey

Floodwaters from Hurricane Irene causing over 2 feet of water to enter O.Berk’s headquarters office
Building had previously flooded during Hurricane Floyd, but only 4 inches during that storm.

Thought were better prepared this time, but conditions were far worse.

Somewhat lucky that floodwaters didn’t bring mud/muck/debris.

Forced to vacate offices for up to 90 days.

Considered local office space. BUT – Concerned about costs of renting all new office furniture & equipment, terms of lease, and communications.
The Flood – Hurricane Irene

O.Berk
Leaders in Packaging Solutions
The Flood – Hurricane Irene

The Solution:
Two Double-Wide Mobile Office Units
The Tornado – Alabama

Huntsville, Alabama

Outbreak of Tornadoes ravages Alabama, causing widespread destruction, power outages and communications failure.
April 27\textsuperscript{th}, 2011 much of Alabama was ravaged by violent tornadoes up to F5 in severity

- Huntsville area left without power for days, and phone/internet down for up to 2+ weeks
- Worthington Federal Bank (WFB) lost power midafternoon April 28\textsuperscript{th}
- Ended up with no physical damage to building. VERY lucky.
- WFB’s disaster plan was activated to obtain a generator and then subsequently satellite based communications for voice/data connectivity
The Tornado – Alabama
Tuscaloosa, Alabama

Outbreak of Tornadoes ravages Alabama, causing widespread destruction, power outages and communications failure.
The Tornado – Alabama
Cracked Plumbing fitting over a long weekend caused thousands of gallons of water to fill the lower level of their main branch.
The Burst Pipe – Louisiana

Mobile Recovery Unit deployed to house 14 displaced employees
What is your risk?

**There’s no such thing as a minor disruption.** Any event that prevents work from happening can be catastrophic for a business.

In 2011 alone, Agility responded to over 2,600 *disaster event* alerts or declares including hundreds of recoveries such as:

- DCH Credit Union – Tornado
- ASI Federal CU – Burst Pipe
- City of Leitchfield, KY – Flooding
- Parker Hannifin – Vandalism/Theft
- Cowan Insurance – Server Failure
- City of Mayfield, KY – Power outage

Planning gives you the ability to understand and mitigate your risk, and quickly recovery from the impact of a crisis.
Regional Events/Risk

- Proactively reached over 7,000 Members in 2011 during events
- Demonstrated impact of Roadmap to Recovery discussions
- Reviewed risks, communication plans, risk assessments, contact processes and any action items identified during roadmap.
- Offered advice, guidance and assurance that Agility is there if the event should materialize and impact their operations.
Agility responds to non-mega events every day.
With Agility, you don’t need to be all things to all people.

In the midst of a disaster, it’s nearly impossible to try to run your business and recover it at the same time.

The responsibilities are too numerous, the must-do list too long and the emotional demands too taxing for one person to handle.

That’s the reason companies turn to Agility. We take care of everything you need to get your business back in business, freeing you to focus on what matters most – your people, your customers and your community.
We work with you as insiders, not outsiders.
With Agility, you build relationships with a core team committed to understanding and prioritizing the unique needs of your business. From client services to field operations, they’ll partner with you throughout the entire process, from set-up to recovery.

“There were times Agility was working while the rest of us slept. That was incredible.”
Christine Forbes, The Daniel and Henry Company
ReadySuite Membership

In exchange for a small monthly fee, you can have access to all of our knowledge, expertise and resources. We’ll help you develop a customized plan and get prepared for any crisis.

Our Promise: If you have a disaster we will rescue your business. We will deliver any or all of our four key recovery elements:

• Power
• Technology
• Space
• Connectivity

ReadySuite: $495/Month

• Immediate protection
• 48-seat office space
• 5 Intel servers
• Power generation
• Phone and Internet connectivity
• Testing Option
• myAgility Planning Portal
• myAgility Family Personal Planning Tool
### Membership Lifecycle
Agility provides robust, easy-to-implement recovery solutions for an affordable monthly membership fee.

### Membership Features
- Immediate protection
- myAgility Planning Portal
- Alert Notification
- 24-hour access
- Ongoing education programs
- Testing
Agility bridges the gap between disaster and survival.
Too often businesses hit with a crisis close for good because they’re unable to respond quickly and effectively. That’s not the case for Agility members. The moment the worst happens, we’re on the job assessing, strategizing and mobilizing our resources to get your operation up and running without delay. Fact is, we’ve dedicated more than twenty years to helping businesses recover – and we’ve been successful 100% of the time.
myAgility Online Preparedness Tool

- Online, Password-Protected, Secure planning tool
- Multi-Modal Alert Notification Tool (unlimited capacity)
- Store, View and Updated recovery planning information including:
  - Specified resources needed for recovery
- Internal Communications Strategy
- Identify vital Supply Chain contacts
- Current fixed-asset inventory
- Critical documents such as insurance policies, product warranties and data back-up procedures
• Most organizations agree that employees are their most valuable asset

• Steps taken to protect your employees and help them prepare personally for disaster are often the most important

• **myAgility Family** is a powerful web-based tool for Agility member employees and their families

• myAgility Family is provided **free** to all employees of every Agility Member organization
Small Business Administration (SBA) and Agility recently launched an educational program offering tools and resources to help small business owners prepare for disasters so they may remain open to service the needs of their communities.

*Prepare My Business* marks an unprecedented effort between SBA and Agility to develop a one-stop, online resource devoted to the sustainability of small businesses.

[www.preparemybusiness.org](http://www.preparemybusiness.org)
Endorsements and Affiliations - Insurance

- American Hospital Association - AHA
- National Big I / Trusted Source - IIABA
- Independent Insurance Agents & Brokers (IIAB):
  - North Carolina
  - Ohio
  - Washington
  - Oklahoma
  - Minnesota
  - Rhode Island
  - New Jersey
  - South Carolina
  - Texas
  - Virginia
  - Massachusetts
  - Alabama
  - Florida
  - Louisiana
  - New York
  - IBA West
  - New Hampshire
  - IBA of Ontario
- Professional Insurance Agents (PIA):
  - Colorado
  - Illinois
  - Georgia
- AAMGA
- NetVU (formerly AMS Users Group)
- Travelers
- Strategic Independent Agents Alliance (SIAA)
- ASCnet
- Assurex
- Sitkins International
- NAMIC
- Midwestern General Agency (MGA)
- Safeco Insurance
- RiskProNet
- Target Markets
- Royal Sun Alliance
Endorsements and Affiliations - Financial

Advanced Automation
Boomer Consulting
Heartland Technology Group (HTG)
Columbia Ultimate
IGAF
NARCA
Maryland Bankers Association
Connecticut Bankers Association
Oklahoma Bankers Association
Florida Credit Union League
Kentucky Bankers Association
Massachusetts Bankers Association
Heartland Community Bankers
Ohio Society of CPAs
South Carolina Credit Union League
Texas Credit Union League
Utah Bankers Association
Washington Community Bankers
Alabama Society of CPAs
Arizona Credit Union League
California Credit Union League
Community Bankers of Washington
Illinois Bankers Association
North Dakota Bankers Association
Washington Credit Union League
Prepare to Survive.

Agility Recovery

QUESTIONS?

Bob Boyd
President & CEO, Agility Recovery
bob.boyd@agilityrecovery.com
704-927-7922

**This presentation has been recorded and a link will be sent out tomorrow to all registrants.**