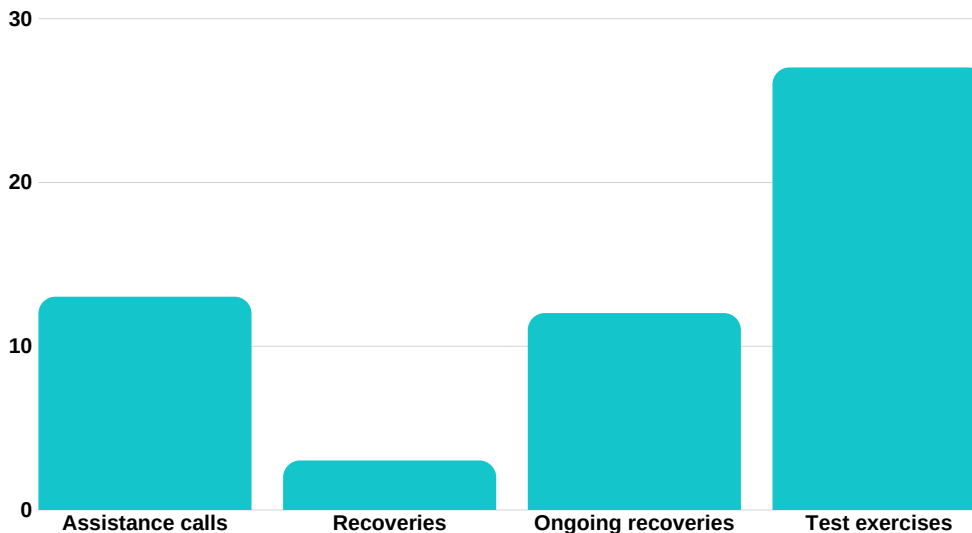
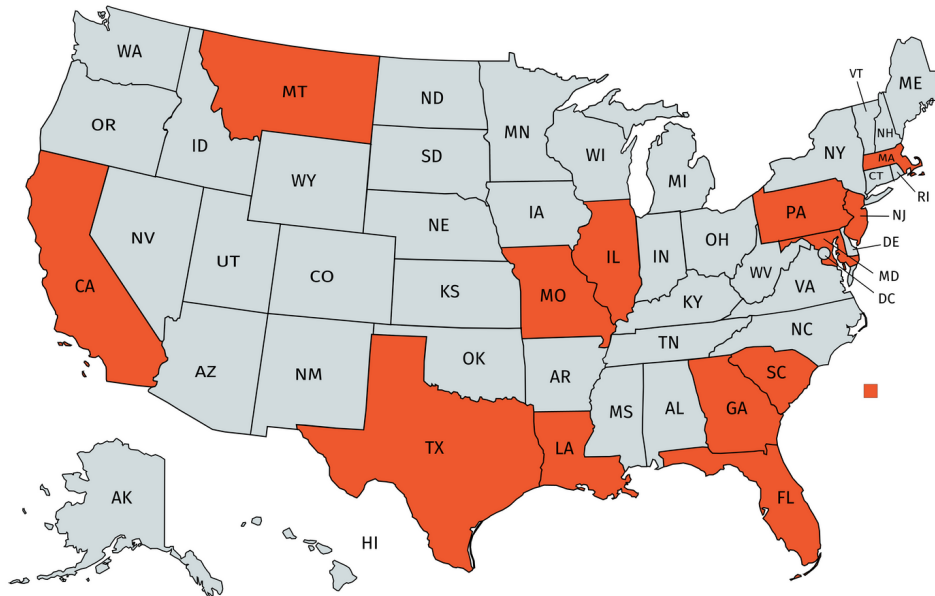


Agility Recovery: Operations Update

A busy year of business interruptions in 2018 continued forward in the month of January with activity in **12 different states and territories.**



In January, we responded to **13 calls** for assistance from our customers, **three** of which escalated to recoveries. In addition, the Operations Team also supported **12 other ongoing customer recoveries** from prior months while orchestrating **27 customer test exercises** across our operations facilities.

January '19

JANUARY DECLARES:



Fleet Trucking Firm in Marianna, FL

Mobile office recovery due to ongoing new construction

A private transportation firm that provides fleet management, logistics and warehousing for their customers is in the process of constructing a recreational facility for their drivers. We provided them with a temporary facility for their drivers, along with a 3-unit restroom facility and temporary power. Once we were contacted, the facility was mobilized, delivered and operational in approximately 72 hours. The recovery has continued for about 45 days thus far, with an additional two weeks expected.



Elementary school in Dracut, MA

Declare for restrooms and generators due to water main break

Caused by a local water main break and a lengthy repair, an elementary school was forced to close as there was no access to restrooms or water. We were alerted to the situation and secured two large restroom facilities, an ADA-compliant restroom unit, portable wash stations, and a generator to power the units. These assets were delivered within 16 hours of approval for over 580 students and staff for 5 days. Without these temporary facilities, the school wouldn't have been able to open, disrupting class for nearly a week.

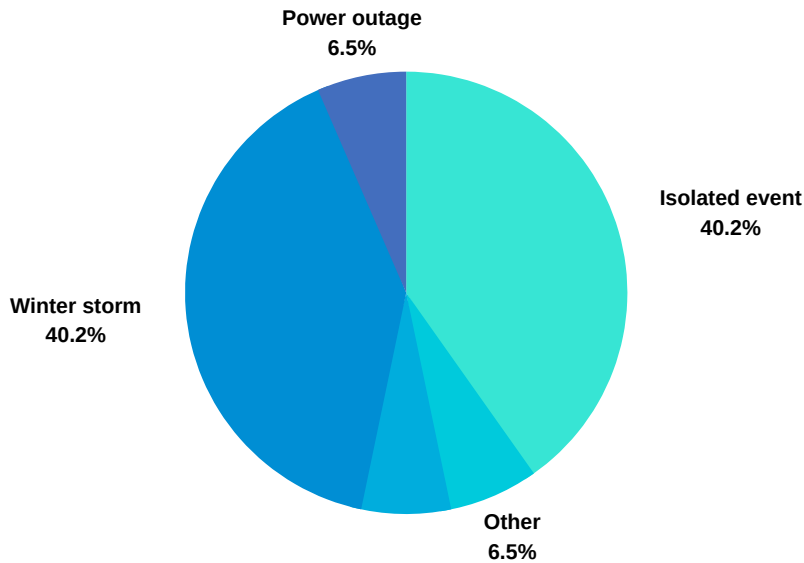


Regional Bank in Springfield, VA

Generator recovery due to winter storm power outage

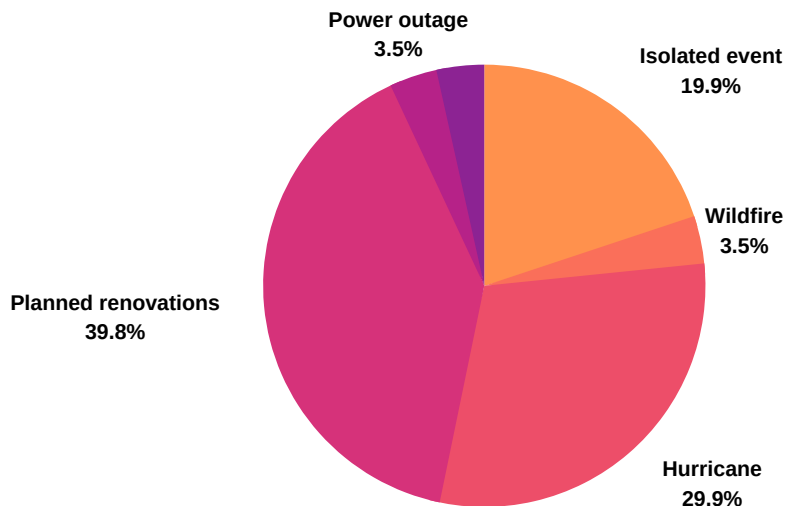
Following a series of severe winter storms in the Northeast, this regional bank contacted us in advance of the storm settling in, and requested to place a 100kW generator on yard standby. Doing so guaranteed that if the storm were to cause widespread power outages, a generator pre-configured for their needs would be quickly deployed, minimizing disruption. This recovery demonstrated the outstanding flexibility of our solution that can be tailored to their needs and ensure maximum up-time in the process.

JANUARY ALERTS:



- Public Employee Retirement Fund** – Bakersfield, CA – Alert due to failed server room HVAC
- National Acute Healthcare Provider** – Tampa, FL – Alert for fuel supply for the on-site generator
- Local Credit Union** – Atlanta, GA – Alert for planned mobile branch recovery due to renovations
- National Food Service Supplier** – Rosemont, IL – Two locations on alert due to Winter Storm Harper
- CPA Firm** - Chambersburg, PA – Alert due to Winter Storm Harper
- Regional Pharmacy Chain** – Columbia, MD – Two locations on alert due to Winter Storm Lucian
- State Housing Authority** – Kansas City, MO – Alert for temporary office due to sewage backup
- Local Credit Union** – Camden, SC – Alert for temporary branch office due to possible mold infestation
- Regional Law Firm** – Weslaco, TX – Alert for possible office recovery due to unplanned construction
- Global Online Retailer** – Wilmer, TX – Alert due to a localized power outage

ONGOING RECOVERIES:



- Global Online Retailer** – Ontario, CA – Temporary power equipment due to increased staffing needs
- Regional Bank** – Paradise, CA – Mobile branch recovery due to wildfire
- Credit Union** – Marianna, FL – Mobile branch recovery due to hurricane damage
- Regional Bank** – Panama City, FL – Mobile office recovery due to hurricane damage
- Regional Bank** – Panama City, FL – Mobile branch recovery due to hurricane damage
- Regional Bank** – Billings, MT – Mobile branch recovery due to a building fire
- Regional Credit Union** – Dudley, MA – Planned mobile branch recovery due to branch renovation
- Regional Bank** – Elberton, GA – Planned mobile branch recovery due to branch renovation
- Private Country Club** – Clifton, NJ – Planned recovery due to facility renovation
- Regional Bank** – Fort Worth, TX – Planned generator recovery because of a prolonged power outage
- Global Online Retailer** – Logan Township, NJ – Supplemental restrooms due to facility construction
- Wealth Management Firm** – Ruston, LA – Computer hardware recovery due to an in-house training event