

Disaster Recovery Plan Customer Notification Charter NEX Films

Charter NEX Films has developed an approach to Disaster Recovery Planning through redundancy that is built into the systems and structure of the manufacturing facilities. This allows us to respond to business disruptions that result from natural and man-made emergencies. We will respond in a manner that prioritizes the immediate health and safety of our employees, the preservation of the company's property, the assessment of the company's financial and operational status, and a rapid and effective recovery to meet the business needs of our customers. We recognize that our customers rely on our systems and services, and want to assure you through this notification that we are proud of our ability to support our Customer business needs in the event of unplanned emergencies at one of our locations.

Charter NEX Films considers contingency planning to be an iterative process, requiring ongoing review to assess various risks and appropriate responses. Therefore, our ability to respond to disasters is part of our investment planning and project decisions. It is effectively under continuous review as we make these decisions on investment of dollars and our people resources. We believe that we have the ability to recover from internal or external events including, but not limited to, pandemic and loss of facilities that may cause business interruptions. We design our business to account for business disruptions of various lengths and scope and to ensure that Charter NEX Films will be able to recover critical functions in a prioritized manner. Key features of Charter NEX Films' disaster recovery planning includes continuous review of the following aspects:

- Identification of all critical functions and systems
- Backup and recovery for critical systems
- A review of operations risks
- Alternative communications to employees, customers and partners
- Employee safety strategies and communications
- Systems and telecommunications accessibility
- Alternate physical site location and preparedness
- Critical supplier, vendor, contractor, and partner impact assessment
- Instruction to ensure continued service to customers

Significant business disruptions can vary in their scope, severity and duration. We are adequately prepared in the event of a company-only, city-wide, or regional incident, including our ability to relocate technology and personnel to alternate locations.

Charter NEX Films' recovery time objective for critical business units is twenty-four (24) hours. It may, however, take up to three to four days to implement recover depending the availability of key employees at the four sites. This recovery objective may be negatively affected by the unavailability of external resources and circumstances beyond our control. A key to this entire recovery is the use of a unified Manufacturing Software system among all 4 plants. It is run on remote servers that are backed up with a secure back up. The software can be rebooted from multiple IT sites. All data is shared and any site can access all information to focus on the affected site (s).

Charter NEX Films' recovery planning includes the following:

Employee Safety: We conduct regular evacuation drills at all facilities.

Customer Contact: Communication with our customers will be a top priority in the event of a business disruption. Charter NEX Films will assess the most effective communications methods available to us and use them until all communication channels are restored. All contacts are stored within the Venture software which can be accessed from multiple locations and laptops from remotely.

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Customer Order Processing: Orders can be switched by people at multiple locations to be transferred to other plants and technical multiple technical personnel, in different locations, can make necessary line selections to allow orders to be transferred and the film to be manufactured at a different location on an equivalent process line. We currently move orders to different lines this among locations to meet customer demands as part of our normal business operation optimization. Many people have actually worked in different plants and can assist in such transfers.

Manufacturing and Shipping of Product: Should our manufacturing and shipping/receiving processes be disrupted, we will have alternate scheduling of personnel and equipment procedures implemented to satisfy customer requirements. We are staffed with a high level of flexibility in which manufacturing of product may continue through the utilization of salaried employees and/or operators from our other plants.



QA Manager
Rhineland Plant