

	<b>BUSINESS CONTINUITY PLAN</b>	Effectivity Date: April 15, 2015
		Revision No. 03

### Objective:

This document aims to guide the management and employees of F2 Logistics Phils. Inc. in the event of external or internal emergencies and other critical events that may affect service level agreements made to customer and to restore services in a minimum time frame. The plan is to ensure that the service levels are maintained and employees, community and environment are preserved and protected.

### Scope:

This document covers the following procedure and guidelines of the organization in case of minor or major disruption due to operational, medical, and/or external/internal emergencies.

- Emergency Communications Flow
- Emergency Management Procedure
- Emergency Management Team
- Other related documents such EMT Contact details, Emergency Phone Directory and Emergency Evacuation Plan

Prepared by:	Reviewed by:	Approved by:	
Mylene Collado Project Manager	Joey V. Giron Head - Emergency Management Team	Chabio Sison SVP – CFO/CRO	Efren E. Uy President & COO

## EMERGENCY COMMUNICATIONS FLOW

### Scope:

The senior management team, with input from the Emergency Management Team (EMT), is responsible for declaring and activating the various recovery procedures as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by senior management. The EMT will respond based on the directives specified by senior management.

It is by default that all type of Incident/Disaster/Threats should be communicated to the Senior Management team (President, AVP and SVP).

The following are the personnel who are in-charge for each warehouses in the event of disaster:

Warehouse 1 : Neneng Dacillo - 0922 898 4210

Warehouse 2 : Charles De Villar - 0932 845 9242

Warehouse 3 : Vangie Manzano - 0917 577 5790

Warehouse 4 : Roilan Roperez - 0943 230 3886

## EMERGENCY MANAGEMENT PROCEDURE

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

In the event of any situation where access to a building is denied, personnel should report to alternate location.

1<sup>st</sup> Alternate location: Batino Warehouse  
Address: Sta. Rosa Laguna

2<sup>nd</sup> Alternate Location: Arista - Paranaque

## IN THE EVENT OF A NATURAL DISASTER/ EMERGENCIES

In the event of a major catastrophe affecting the company facility and personnel, immediately notify the Emergency Management Team.

### Typhoon or major storm and flood

If the impending natural disaster can be tracked, begin the preparation within 48hrs or above.

Step	Immediate Action
1	Inspect the office and facilities for any repair/fixing if needed. (eg. Roof, doors, windows, ceilings)
2	Put everything inside the office in an elevated position especially items that generate electricity so that water won't penetrate into them in case floodwater rushes inside the premises.
3	If office location is lowland, hazard prone and/or risk areas, the ideal resort is to evacuate as early as possible.
4	Always keep flashlights, candles, and batteries and first-aid supplies available. It is important as well to have an available transistor radio (battery – powered in case electricity will not be unavailable) so you can be updated about the typhoon and its current location.
5	Consistently listen to your local radio, television for storm advisories on the progress of the typhoon.
6	Stay inside the office if caught by the storm while on duty. If about to travel, postpone any travel. Senior Management is responsible for declaring suspension of work.
7	In case of flooding, turn off the main sources of electricity to prevent electrical accidents.
8	Heed the advice of the local authorities if they ask you to evacuate your area.
9	Close or reinforce the doors and windows and turn off the main power switch. In case of flooding, place all equipment and documents as well as personal belongings on higher ground.

## Earthquake

In the event of earthquake, following guidelines can be followed. Please refer to Appendixes B for the Emergency Evacuation Plan.

Step	Immediate Action
<b>During the incident</b>	
1	Know where the safest spots are and go to one of these places as soon as you feel a quake.
2	If indoors find the safest place inside and drop down to the floor and brace yourself. The safest places are beneath sturdy furniture, beside a solid inside wall, or inside an inner hallway.
3	Avoid windows. Stay away from heavy objects that can fall from ceilings, shelves and cupboards, or top-heavy furniture that could tip over. Never use an elevator.
4	If you're outdoors, stay in the open, away from trees, buildings and power lines.
5	When driving when a quake hits. Stop your vehicle away from overpasses, bridges and power lines and stay inside your vehicle.
6	Once you're in a safe place protect your head and hold on until all motion stops.
<b>After the incident</b>	
7	If safe to exit, proceed outside and find an open safe area. Wait until after shocks have ceased.
8	You or others may be injured. Treat yourself first, then assist others.
9	If you smell gas, turn it off. Check for any small fires. Turn off the main water tap if necessary. Be aware of other possible hazards, such as broken glass or weakened walls.
10	Check your phone and hang up the receiver if it is off the hook. Don't use your phone unless it is an emergency. Phone lines need to be open for emergency responders.
11	If you are fit check to see if you can offer assistance.
12	Gather your emergency supplies together.
13	Check if it is safe to re-enter the premises and retrieve all important documents / personal belongings as fast as you can. Check the status of the facility and cargoes.
14	In case of damaged to cargoes, coordinate with Claims Department for Insurance filling.

## Landslide

In the event of landslide, following guidelines can be followed.

Step	Immediate Action
<b>During the incident</b>	
1	Stay alert and awake.
2	If you are in areas susceptible to landslides and debris flows, consider leaving if it is safe to do so.
3	If you remain inside the office move to the second floor if possible. Stay out of the path of a landslide or debris flow.
4	Be especially alert when driving. Embankments along roadsides are particularly susceptible to landslides. Watch the road for collapsed pavement, mud, fallen rocks, and other indications of possible debris flows.
<b>After the incident</b>	
5	Stay away from the slide area. There may be danger of additional slides. Listen to local radio or television stations for the latest emergency information.
6	Watch for flooding, which may occur after a landslide or debris flow. Floods sometimes follow landslides and debris flows because they may both be started by the same event.
7	Check for injured and trapped persons near the slide, without entering the direct slide area. Direct rescuers to their locations.
8	Look for and report broken utility lines and damaged roads to appropriate authorities.

## IN THE EVENT OF OPERATIONAL EMERGENCIES

### Fire

If fire or smoke is present in the facility, evaluate the situation, determine the severity, categorize the fire as major or minor and take the appropriate action as defined in this section. Call the nearest Fire Station Department 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 Fire Station Department and immediately notify the senior management and advise personnel to evacuate the area.
- In the event of any emergency situation, system security, site security and personal safety are the major concerns. If possible, the Emergency Response Team (ERT) Head together with Operations Manager should remain present at the facility until the fire department has arrived.
- During non-staffed hours, security personnel will notify the MMD Manager and Operations Manager directly.

- Notify Building Security. Local security personnel will establish security at the location and not allow access to the site unless notified by the Senior Executive or his/her designated representative.
- Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance permit.
- All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the Emergency Management Team members. **Under no circumstances may any personnel leave without the consent of supervision.**

Refer to Appendixes C - Emergency Evacuation Plan

Step	Immediate Action
1	Find two ways to get out of your area. If the primary way is blocked by fire or smoke, you will need a second way out. A secondary route might be a window onto a neighboring roof or a collapsible ladder for escape from upper story windows.
2	Crawl low under any smoke to your exit - heavy smoke and poisonous gases collect first along the ceiling. When the smoke alarm sounds, get out fast. You may have only seconds to escape safely.
3	Get low and go under the smoke to your way out. Before opening a door, feel the doorknob and door. If either is hot, leave the door closed and use your second way out.
4	If there is smoke coming around the door, leave the door closed and use your second way out. If you open the door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
5	If you can't get out, close the door and cover vents and cracks around doors with cloth or tape to keep smoke out. Stay where you are and signal for help at the window with a light-colored cloth or a flashlight.
6	If your clothes catch fire, stop, drop, and roll – stop immediately, drop to the ground, and cover your face with your hands. Roll over and over or back and forth until the fire is out. If you or someone else cannot stop, drop, and roll, smother the flames with a blanket or towel. Use cool water to treat the burn immediately for 3 to 5 minutes. Cover with a clean, dry cloth. Get medical help immediately.
<b>After the incident</b>	
7	If you are insured, contact your insurance company for detailed instructions on protecting the property, conducting inventory and contacting fire damage restoration companies.
8	Check with the fire fighters to make sure your area is safe to enter. Be watchful of any structural damage caused by the fire.
9	The fire department should see that utilities are either safe to use or are disconnected before they leave the site. DO NOT attempt to reconnect utilities yourself.
10	Conduct an inventory of damaged property and items. Do not throw away any damaged goods until after an inventory is made.
11	Try to locate valuable documents and records.

## Utility outage and/or power failure

In the event of a utility outage and/or power failure to any location, the guidelines and procedures in this section are to be followed.

- Determine cause of outage and time frame for its recovery. Notify senior management of outage.
- If outage will be greater than one hour, activate the GenSet.
- If it is a major outage and downtime will be more than 12 hours, advise all department heads to assign a skeletal force with the approval of senior management.

## Chemical Spill

Step	Immediate Action
1	Employees must notify their immediate supervisor of an incident related to hazardous materials. All injuries that may be work related must be reported.
2	Supervisors are responsible for reporting immediately direct to Operations Manager, guard on duty.
3	Operations Manager should coordinate with authorized government agencies.
4	Personnel shall not attempt to clean the spill at any time and shall stay away within 30 feet. Check MSDS immediately and apply remedial action as specified.
5	Secure and advise all personnel to remain on their area while the investigation is on going.
6	No employee can exit the area without prior clearance by the investigating team and the management.

## Road Accidents/Collapse of Bridges

Step	Immediate Action
1	Take evasive action to protect life and property.
2	Immediately communicate the initial reports to Operations Manager and Fleet Coordinator.
	EMT to Coordinate with Claims Dept. for proper recording and initial coordination with insurance company.
	<b>FOR MAJOR ACCIDENTS</b> (with damage to property over P100K and/or involving personnel injury or death): - Dispatch authorized company personnel (Head of Security and Head of Security Agency under our contract) to coordinate, investigate & liaise with proper government agencies who will attend to the event and affected individuals.
5	Driver should secure vehicle, secure cargo. Call for back-up if needed.
4	Determine alternate route if there are any in case of collapse of bridges, roadblocks and un- passable highways.

## Truck Breakdown

Step	Immediate Action
1	Immediately deploy rescue team - internal or contracted(if truck is in-transit or at customer site).
2	Assign a mechanic/technician, internal or contracted, to repair.
<b>After the incident</b>	
4	Identify cause of breakdown whether mechanical, electrical/electronic or user-related, and establish preventive maintenance program for trucks.
5	Re train all drivers in handling truck breakdown.

## IN THE EVENT OF MEDICAL EMERGENCIES

### Incident inside the Warehouse/ Facility

In the event of an incident inside the warehouse that results to injury of personnel or damage of cargo, the following guidelines and procedure are to be allowed.

Step	Immediate Action
1	Provide medical attention to personnel is first priority. Coordinate with Human resource department to assess the severity of injury of the personnel.
2	Evaluate and assess damage caused, ensure security of commodities and inform management and department concerned for disposition.
3	After assessment, inform our customer of any damages. Separate good from bad stocks by means of full inventory. Evaluate damaged racking system for replacement.
4	Communicate critical information to management and team members.
5	Identify potential successor or OIC.

### Loss of Key personnel and Epidemic

Step	Immediate Action
1	Determine severity.
2	Communicate critical information to management and team members.
3	Identify critical staff and potential successor or OIC.
4	Advise alternative work arrangements.
5	Allocate team members and ensures they are safe.
6	Monitor interim operations.
7	Assess functionality and capability as being able to perform essential functions.



## IN THE EVENT OF INTERNAL AND EXTERNAL THREAT

### Strike and Labor problems

In the event of the above threats, the following guidelines and procedure are to be followed.

Step	Immediate Action
1	Determine severity.
2	Communicate critical information to management and team members ( e-mail, landline and cellular telephone, fax, bulletin boards).
3	Advise alternative work arrangements.
3	Look for alternative mode of transport.
4	Monitor interim operations.
5	Assess functionality and capability as being able to perform essential functions.
6	Advise return to normal.

### Civil disturbance, Bomb Threat and Terrorism

In the even of the Civil disturbance, Bomb Threat and Terrorism, the following guidelines and procedure are to be followed.

Step	Immediate Action
1	Inform proper authorities.
2	Determine the extent of the situation thru information from Government agency and local authorities.
3	Account all personnel and inform all on-field personnel of the situation.
4	Senior Management to decide security of staff and property.
5	CSR and Sales to inform Customer regarding current situation thru call, sms, or email.
6	In case of office threat, evacuate all personnel.

## Sabotage or Theft

In the even of the Sabotage or Theft, the following guidelines and procedure are to be followed.

Step	Immediate Action
1	If the suspected person/s are still in the area, coordinate with Operations Manager, Security Officer and Representative from Management to apprehend the suspect.
2	Call or proceed to the nearest police station to file a complaint so the authority can do the investigation.
3	Advise the CSR/Sales for the possible delayed of service specially those clients that are directly affected.
4	Secure and advise all personnel to remain on their area while the investigation is on going.
5	No employee can exit the area without prior clearance by the investigating team and the management.

## Hijack/ Kidnap for Ransom

Step	Immediate Action
1	Inform proper authorities.
2	Immediately communicate the initial reports to Management.
3	Coordinate & seek assistance from PNP/Military nearest the location where it reportedly happened.
4	Immediately communicate the event to the Manpower Agency (if Driver and Helper is employed by the Agency) for coordination and Subcon Trucker if they are involved.
5	Dispatch authorized company personnel (Head of Security and Head of Security Agency under our contract) to coordinate, investigate & liaise with proper government agencies who will attend to the event.
<b>After the incident</b>	
6	Follow thru and monitor the investigation being conducted by the proper authorities.
7	EMT & Security Head to wrk with Security Agency or Proper Authority of choice to conduct post investigation of the event.

## DATA BACK UP 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. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

## NOTIFICATION OF INCIDENT AFFECTING THE SITE

On-duty personnel responsibilities

### **If in-hours:**

Upon observation or notification of a potentially serious situation during working hours, ensure that personnel on site have enacted standard emergency procedures if appropriate and notify the EMT.

### **If outside hours:**

Security personnel will notify the EMT Head and Operations Manager.

### **Provide status to EMT**

The following are the standard information to be provided when the disaster occurs:

- Location of the disaster
- Type of disaster
- Summarize the damage (e.g., minimal, heavy, total destruction)
- An estimated timeframe of when a damage assessment group can enter the facility (if possible)
- Action intended and already taken / present needs

The EMT will contact the respective team leaders and report that a disaster has taken place. EMT Head shall update the Senior Management the status of the incident.

## RESPONSE LEVELS

Based on the information obtained, the EMT needed to decide how to respond to the event. There are three (3) types of response

1. **Primary** / Incident is an incident that disrupts the operations.
2. **Secondary** / Emergency is an emergency refers to disruptive and major event; internally manageable with the assistance of outside agencies, such an event requires multi-agency and departmental coordination.
3. **Tertiary** / Disaster is an internally unmanageable event, which requires considerable assistance from external agencies and an integrated response system from a variety of sources.

## Incident Matrix

INCIDENT	DESCRIPTION	ESCALATION		
		PRIMARY	SECONDARY	TERTIARY
Force Marjure				
Typhoon or major storm and flood	Bad weather condition resulting to flooding within the facility and/or access road to and from office/ warehouse facility.	X		
Earthquake	Is a sudden and rapid shaking of the earth that may result to damage of structure.	X		
Landslide	Masses of rock, mud and earth moving down a slope when water rapidly accumulates in the ground that results to delayed of delivery or pickup due to road blocking.	X		
Operational Related				
Fire	Big or small fire that may result to damage of cargo and facilities.		X	
Utility outage and/or power failure	A power outage is a short- or long-term loss of the electric power to an area.		X	
Chemical Spill	Hazardous material spills due to poor packaging of materials in storage or in areas where packaging can affect rust and corrosion.	X		
Road Accidents/Collapse of Bridges	Road accidents or blockage that may result in injury, death, vehicle damage, and property damage.		X	
Truck Breakdown	Mechanical, electrical or a combination of electro-mechanical trouble rendering the vehicle inoperable.	X		
Incident inside the Warehouse/ Facility	Incidence resulting to damage of property and/or that may cause injury to personnel.	X		
Loss of Key personnel and Epidemic	Loss of persons who have the authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity.		X	
Internal/ External Threats				
Strike and Labor problems	Labor unrest thru organizing and strike actions undertaken by labor unions, especially where labor disputes become violent or where industrial actions in which members of a workforce obstruct the normal process of business and generate industrial unrest are essayed.			X
Civil disturbance, Bomb Threat and Terrorism	An act that may cause panic, violence, damage to property and injury to public masses that may directly or indirectly disrupt our services.			X
Sabotage or Theft	Deliberately destroy the company asset and/or cargoes that may disrupt the flow of operation.		X	
Hijack/ Kidnap for Ransom	Taking of truck and/or the cargo being carried by force or threat and abduction of a person with intention to hold them for ransom.		X	

## **RECOVERY PLAN**

Immediately after major disruption, Emergency Management Team shall convene and conduct assessment on site. Before coming up with the final recommendation, the EMT Head and Operations Manager will ensure that appropriate security and safety measures will strictly be observed. The Emergency Management Procedures should be applied.

Depending on the degree of disruption, the group shall meet not less than daily for the first week following the disruption to cover every recovery progress or the need to pro-actively revise the Business Continuity Plan based on recent development.

Coordinate resources to reconstruct business operations at the temporary/permanent/existing location, and to deactivate recovery teams upon return to normal business operations.

### **Resuming Operations**

Assuming all relevant operations have been recovered and employees are in place to support operations, the Senior Management thru recommendation from EMT Head can declare that it is functioning in a normal manner.

### **Plan Review and Maintenance**

This plan must be reviewed semiannually and exercised on an annual basis. The test may be in the form of a walk-through or mock disaster. Review the listing of personnel and phone numbers contained within the plan regularly.

The hard-copy version of the plan will be stored in a common location where it can be viewed by Emergency Management Team. Electronic versions will be available via Intranet.

## *Appendixes A*

### **Emergency Management Team**

#### **Scope:**

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

#### **The EMT:**

- Evaluate which recovery actions should be invoked and activate the recovery teams
- Evaluate damage assessment findings
- Set restoration priority based on the damage assessment reports
- Provide senior management with ongoing status information
- Act as a communication channel to corporate teams and major customers

### **Disaster Recovery Team**

#### **Scope:**

Responsible for overall coordination of the disaster recovery effort; establishment of the emergency command area; and communications with senior management and the EMT.

#### **The DRT:**

- Coordinate with EMT and senior management
- Determine recovery needs
- Establish command center and assembly areas
- Notify all company department heads and advise them to activate their plan(s) if applicable, based upon the disaster situation
- If no disaster is declared, take appropriate action to return to normal operations using regular staff
- Determine if vendors or other teams are needed to assist with detailed damage assessment
- Prepare post-disaster debriefing report
- Coordinate the development of site-specific recovery plans and ensure they are updated semi-annually

## EMT/DRT Team Contact List

Name	Position	SBU/Dept.	Mobile/Cell Phone	Other Network
Joey Giron	Team Head	BS/Ops	0922 898 4241	0917 833 0902
Lizzie Magat	Member	HRD	0922 875 9219	N/A
Manny Popes	Member	ITD	0932 561 6860	N/A
Charles De Villar	Member	VC/Ops	0932 845 9242	0927 680 6689
Neneng Dacillo	Member	SC/Ops	0922 898 4210	0917 8162084
Mylene Collado	Member	Projects	0922 898 4291	N/A
Levis Gimeno	Member	Claims	0922 898 4226	0917 5628501
Marvin Gonzales	Member	MMD	0922 829 9204	0917 5810793
Charie Baldovino	Member	Finance	0922 898 4239	N/A
Ryan Pulusan	Member	BS/Ops	0922 8984297	N/A
Roilan Roperez	Member	BS/Finance	0943 2303886	0927 9322478
Leo Suelto	Member	Fleet	0922 2597983	0947 9988968
Joefel Dela Martin	Member	MMD	0932 8837476	N/A
Lisa Cunanan	Member	Sales	0922 8984250	N/A
Maoui Stevens	Member	Sales	0922 8350953	N/A
Stephanie Tejuco	Member	CSD	0922 8849011	N/A
Delia Pantas	Member	Global	0922 898 4381	0915 988 7258
Vangie Manzano	Member	Global	N/A	0917 5775790
Jong Manulid	Member- Davao	DVO	0922 8651058	0915 2965143
Dodong Ruelo	Member- Davao	DVO	0922 898 4757	N/A
Jomil Velez	Member- Iloilo	ILO	0925 700 7368	N/A
Agnes Romaguera	Member- Cebu	CEB	0922 8984214	N/A
Jeramil Bayking	Member- Bacolod	BCD	0922 8984200	
Oliver Geraldo	Member- Palawan	PPS		0949 9465830
Christian Investigation	Christian Investigation			0929 1570523
Ricardo Batiquete	Member- Subic	Processor	0935 129 2827	
Mark Allan Abria	Member- Clark	Branch In Charge	0922 875 6829	

## Appendix B

### EMERGENCY HOTLINES

NDRRMC National Disaster and Risk Reduction and Management Council	(02) 911-1406(02) 912-2665(02) 912-5668
Metro Manila Development Authority (MMDA)	Metrobase hotline: 136MMDA Flood Control:(02) 882-4177(02) 882-0925
Red Cross	143 (02) 911-1876
Philippine National Police	117 TXT PNP to 2920
Bureau of Fire Protection-NCR	(02) 729-5166(02) 410-6254(02) 431-8859(02) 407-1230
Parañaque Fire Station	
Central Fire Station	826-91-31
La Huerta Fire Sub-Station	826-31-76
Bf Homes Fire Sub-Station	842-46-82
Pasay City Rescue hotline	833-8512 / 551-7777
Paranaque Rescue hotline	923-2499
Olivarez General Hospital	826-7966 ; 826-5035 ; 825-8747
Las Pinas Doctors	825-5236 ; 0917 8555734
Bgy. San Dionisio	385 8756