

Mainline Information Systems, Inc.

IT Disaster Recovery Business Continuity Plan

This document contains the Mainline Information Systems Corporate Offices Disaster Recovery and Business Continuity Plan (the "Plan"). This Plan is designed to establish policies and procedures to protect the organization from physical or other contingencies threatening the employees, assets, good-will and continued high level of service to customers and users.

Due to the sensitive nature of this information, the distribution of this document is strictly controlled and limited. Copying, loaning, or allowing individuals outside the designated distribution to view this document without consent from Mainline Information Systems, Inc. is not allowed.

This Plan applies to all computer and communication systems owned by Mainline Information Systems, its subsidiaries, affiliates, and related entities whether located on Mainline Information Systems premises or at off-site locations. Throughout this Plan, the word "Mainline Information Systems" will be used to collectively refer to Mainline Information Systems, its subsidiaries, affiliates, and all related entities. The Plan will be adjusted in light of any relevant changes in technology, the sensitivity of its customer information, and internal or external threats to information. This policy supersedes all other Mainline Information Systems IT Disaster Recovery Business Continuity Plans.

Effective date: January 1, 2021

Questions related to this document should be directed to:

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Business Continuity Plan

Mainline Information Systems, Inc. (“Mainline” or “we”, “us”, or “our”) maintains a Business Continuity Plan (“BCP”) that was developed with the goal of protecting the health and safety of our employees and maintaining continuity of service for our customers. The BCP is designed to address significant business disruptions of varying scope, including a company-wide disruption, single-building disruption, or geographic area business disruption. We believe that it is important to our customers that we be prepared to operate through significant business disruptions. Our customers can feel confident that our services will continue to be provided without significant interruption under most circumstances.

The key elements of our BCP include the following:

- Maintain an office evacuation plan and emergency procedures that can be implemented in the event of a disaster affecting our primary office facilities or surrounding area.
- Maintain an emergency contact list and our emergency procedures are updated, distributed, and reviewed on a regular basis.
- Back up critical data from our computer systems daily with rotating copies stored offsite in secure cloud storage environments maintained by qualified third party service providers.
- All critical Mainline personnel can access Mainline’s computer data remotely via a secure connection. If Mainline’s primary network is not accessible, an off-site connectivity plan exists that allows connections to our cloud services providers from any internet connectivity point of presence.

Some of our mission critical functions, including customer transaction processing, are accomplished through our key cloud service providers. We require these key service providers to maintain business continuity plans that Mainline reviews annually.

In the event of a significant business disruption, our employees can communicate from alternate locations and access Mainline’s computer applications and data remotely. Key service providers would be contacted, and would be expected to continue to provide mission critical functions, including customer transaction processing. Our key service providers maintain offices in various geographic locations and would not necessarily be affected by the same geographic area business disruption. Even in the event of a widespread disruption of significant scope, we require our key service providers to maintain alternate business locations that permit them to resume critical functions in a reasonable period of time.

If customers, suppliers, vendors, or other third parties need to contact Mainline after a significant business disruption, Mainline can be reached at our main office telephone number at 850-219-5000 or at our website at www.mainline.com under the “Contact Us” link.

It is impossible to anticipate every potential problem that may occur, but we believe our BCP will enable us to continue to conduct business in the event of a variety of possible business disruptions. We believe that our BCP is reasonably designed to help limit the recovery time necessary to resume operations. Mainline utilizes geographically dispersed key cloud storage providers for all corporate mission critical backup services; as such, traditional “testing” is not applicable. The BCP is subject to modification based on changing circumstances and assessment of need.

Location Mission Statement

It shall be the mission of the Company to establish and maintain a Business Continuity Plan (BCP), supporting both Information Technology and Business, that assures the well-being and safety of employees, protects company assets and provides for the continued high level of service to customers and users.

1. The Chief Financial Officer shall serve as Mainline's BCP Coordinator. The BCP Coordinator will oversee the maintenance of the BCP to ensure on-going viability and report to management on an annual basis the degree of readiness to respond to and recover from a disaster situation.
2. This Plan must be reviewed, at a minimum, on an annual basis with results reported to management.
3. ATO, Assembly Time Objective - It shall be the objective of the BCP to assemble necessary team members to develop firm recovery and communication plans within 1 hour of the occurrence of a disaster event.
4. RTO, Recovery Time Objective - It shall be the objective of the BCP to recover critical business systems and services within 48 hours of the occurrence of a disaster event.
5. RPO, Recovery Point Objective - The data supporting recovery of critical business systems and services, when restored and accessible, must not be older than 12 hours of the occurrence of a disaster event.

TEAM DISASTER PREPAREDNESS FUNDAMENTAL RESPONSIBILITIES

The following are fundamental responsibilities that must be addressed to support the highest degree of readiness possible:

1. Each team manager must be prepared to meet the team's mission at a level supporting the Recovery Time Objective.
2. All team managers must maintain a competent and trained staff ready to respond to and support any emergency situation.
3. All team managers must ensure their team members' contact information is both accurate and complete and verified on at least a quarterly basis.
4. Team managers must report any issue that may have an adverse effect on Mainline's ability to recover to the BCP Coordinator.
5. Demonstrate the ability to re-establish critical applications and provide expected data as well as services to both internal users and external customers. Report issues to the BCP Coordinator and IT Executive Management.

Location Assumptions

For the BCP to be successful, the following conditions must exist and the following specific resources must be available:

1. Enough key personnel and supporting staff are available to respond to and coordinate the recovery effort.
2. Critical data, information, and materials defined by the recovery teams as essential to re-establishing critical systems and services are documented by each recovery team manager.
3. The contents of any off-site storage contents must be identified, inventoried, unaffected and accessible.
4. The defined recovery location supporting IT and/or business are available and accessible as required to support the Recovery Time Objective.
5. Voice and data communication systems are available.

Cloud Adoption Statement

Disaster Recovery Strategy

Mainline has fully adopted the public cloud model for all corporate mission critical applications, computing infrastructure, and storage. Mainline's agreements with each cloud service provider ("CSP") include the management of all mission critical computing infrastructure and storage lifecycle management.

Mainline's primary CSPs are **Salesforce.com** and **Microsoft Azure**. These CSP agreements also include our disaster recovery ("DR") solutions for all mission critical applications. Primary established practices for DR include geographically redundant data centers, which include multiple data centers located in the continental United States, and at least three (3) replicas of Mainline's data across these data centers. Mainline also operates its public cloud-based email utilizing legal hold, which prevents the deletion of data and eases the process for eDiscovery.

Mainline has established recovery time objectives ("RTO") of forty-eight (48) hours and recovery point objectives ("RPO") of twelve (12) hours. Each of our CSPs meet or exceed these objectives in their service level agreements ("SLA") to Mainline.

The following pages describe the responsibilities of each corporate response team under the Plan. Team members are further defined in Exhibit B, Team Summary Report. Each team member must be prepared to do the following in the event of a disaster:

1. Upon notification of a disaster or threatening situation, team members must be prepared to relocate areas of responsibility to another location and re-establish operations to a level supporting the needs of internal users and external customers with the established Recovery Time Objective. Team members must be able to accomplish this solely from resources, material and information obtained from off-site storage or elsewhere outside the office location.
2. Team managers must effectively respond to notification of a disaster or threatening situation by communicating instructions and direction to your team and, if applicable, to those of teams reporting to you. Team managers are responsible for continuing to coordinate the team efforts in accordance with the assigned team mission and responsibilities.

The following Pre-Disaster Responsibilities apply to each team identified in this Plan:

1. Maintain an effective recovery team and contact information and verify/update that contact information on a quarterly basis.
 2. Develop a comprehensive team plan ("Team Plan") documenting the team's areas of responsibilities and recovery steps in the event of a disaster.
 3. Identify and maintain in off-site storage the items necessary to support the team mission and specific responsibilities.
 4. Be familiar with the Team Plan in order to respond quickly and effectively.
 5. Identify and communicate known issues that may have an adverse impact on recovery to the BCP Coordinator.
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Cloud-based DR approaches side-by-side

	Managed primary and DR instances	Cloud-based backup and restore	Replication in the cloud
Instances	<ul style="list-style-type: none"> • Salesforce.com CRM • Email in the cloud 	<ul style="list-style-type: none"> • On-premises into the cloud • Cloud to cloud 	<ul style="list-style-type: none"> • On-premises into the cloud • Cloud to cloud
Merits	<ul style="list-style-type: none"> • Fully managed DR • 100% usage based • Least complex 	<ul style="list-style-type: none"> • Only requires cloud storage; cloud virtual machines are optional • Usually less complex than replication 	<ul style="list-style-type: none"> • Best recovery time objectives (RTOs) and recovery point objectives (RPOs) • More likely to support application-consistent recovery
Caution	Service-level agreements define access to production and DR instances	Less favorable RTOs and RPOs than replication	Higher degree of complexity
Implemented via ...	N/A	Backup applications and appliances	<ul style="list-style-type: none"> • Replication software • Cloud gateways • Cloud storage software such as EMC Atmos and Hitachi HCP

Reference: TechTarget – Search Disaster Recovery

Team Missions and Responsibilities

Mainline Information Systems - Corporate Offices

Crisis Management Team

Manager: Operations Manager

Assembly Time Objective 1.00 Hours Recovery Time Objective 48.00 Hours Recovery Point Objective 12.00 Hours

Team Mission:

The Crisis Management Team (“CMT”) is the highest level team within the disaster recovery organizational structure. The CMT is the primary team responsible for receiving notification of a pending or actual disaster situation and has the authority and responsibility to activate the Plan. Working through the established recovery team structure, the CMT will coordinate the recovery effort from initial notification to the resumption of business.

The CMT is responsible for the successful preparation for a disaster by all recovery teams and to manage the ongoing maintenance to ensure that, at time of need, the recovery program will support a response and recovery effort meeting Mainline’s established Mission Statement and supporting objectives. The CMT must also ensure the recovery program is established and maintained to support best practices and other applicable required standards.

PRE-DISASTER RESPONSIBILITIES:

1. Report to Mainline Senior Management upon their request or on a quarterly basis, whichever is shorter, the degree of readiness of the Plan to effectively respond to and successfully achieve Mainline’s mission.

TEAM PLAN:

1. Respond to a perceived or actual disaster situation by activating this Plan and placing on alert those team managers necessary to respond to and coordinate the recovery effort.
2. Work through the recovery teams to coordinate an effective response and recovery effort.
3. Brief Mainline Senior Management and the Legal & Public Relations team on a frequency necessary to facilitate a timely and effective communications program.
4. Coordinate with Team Managers and the BCP Coordinator to resolve any issues that may have an adverse effect on Mainline’s ability to recover from a disaster event.
5. Provide communication and support as needed to Team managers, the BCP Coordinator, and Mainline Senior Management throughout the duration of a disaster event through resumption of normal business operations.

Team Mission and Responsibilities

Mainline Information Systems - Corporate Offices

Legal & Public Relations

Manager: Brian M. Showman

Assembly Time Objective 1.00 Hours Recovery Time Objective 48.00 Hours Recovery Point Objective 12.00 Hours

Team Mission:

The Legal & Public Relations team must ensure Mainline exercises due diligence and complies with regulatory and best practices in addressing business continuity management. It also must protect the goodwill of the Company through accurate and timely communication to the media, public, customers, investors and employees, as well as advise management and all recovery teams on actual and potential legal issues regarding the disaster. Efforts must be made to proactively mitigate actual and/or anticipated legal issues regarding the disaster.

TEAM PLAN:

1. Be prepared to quickly respond to the media and public regarding the status of Mainline's response and recovery.
2. Advise all recovery teams to route questions and requests for statements from the media or anyone outside Mainline to the Legal and Public Relations Team.
3. Consider being pro-active regarding informing all key external personnel, customers, business partners and others that should hear from Mainline directly.
4. Coordinate with other legal team members to ensure continued support of corporate legal needs.
5. If applicable, notify Mainline customers with a need to know of the occurrence of a disaster event affecting services to such customers in accordance with contractual requirements.
6. In the event Mainline employees are in need of corporate legal support during the occurrence of a disaster event, employees should contact the Legal & Public Relations Team in the following order, depending on resource availability (contact information is provided in Exhibit B):
 - a. Brian Showman, Team Manager
 - b. Nancy Pinzino
 - c. Chris Long
 - d. Felicity Lynch
7. In the event Mainline employees receive requests for comments on the disaster event from the public, customers, media, or any other third parties, such employees should contact Marie Ashway.

Team Mission and Responsibilities

Mainline Information Systems - Corporate Offices

Human Resources

Manager: Beth Oberacker

Assembly Time Objective 1.00 Hours Recovery Time Objective 48.00 Hours Recovery Point Objective 12.00 Hours

Team Mission:

The Human Resources team's primary concern is to ensure the personal and professional well-being of all Mainline personnel and to ensure all Mainline personnel continue to receive pay, benefits, and other essential services provided by Mainline as well as new and applicable services/support necessitated by the disaster.

TEAM PLAN:

1. Be prepared to facilitate and expedite the provision of crisis counseling to all Mainline personnel.
2. Be prepared to support Mainline personnel's personal needs so that they may stay on the job, supporting the recovery effort or return to work sooner. Such efforts may include but are not limited to facilitating coordination of the following services:
 - a. Employee Assistance Plan communication
 - b. Day care
 - c. Building and roofing construction
 - d. Animal kennels
 - e. Temporary facilities (showers/restrooms)
3. Be prepared to quickly communicate to employees regarding the status of the disaster and Mainline's response and recovery plan. Distribute updated employee contact information to all department leaders as appropriate, in advance when possible.
4. Consider evacuation-in-place options as well as early release, delayed opening and/or office closure, as appropriate for the disaster event.
5. Consider office closure protocol and whether regular pay should be continued for employees who were directly affected during the disaster period. Communicate decisions to affected employees in a timely manner.
6. Consider potential Payroll processing impact and determine alternative processing methods, if needed.
7. Consider being pro-active to inform key external partners (ex: Ultipro, Abentras) in the event additional assistance is needed during recovery to maintain service levels.

Team Mission and Responsibilities Mainline Information Systems - Corporate Offices

IT DR Management & Operations Team

Manager: Nick Routa

Assembly Time Objective 1.00 Hours Recovery Time Objective 48.00 Hours Recovery Point Objective 12.00 Hours

Team Mission:

The IT DR Management & Operations Team ("IT") must be capable and able to restore and make available to Mainline internal users and external customers the defined critical IT systems (as set forth on Exhibit C) within the established RTO, Recovery Time Objective, and the data, when accessible, will be no older than the established RPO, Recovery Point Objective.

PRE-DISASTER RESPONSIBILITIES:

1. Liaison with the Emergency Management Team, as defined in Mainline's Emergency Management Policy, to decide when to declare a DR event.
2. Establish communications with our CSPs
3. Ensure IT Help Desk can effectively assist users during a disaster.

TEAM PLAN:

1. Liaison with the Emergency Management Team to decide when to reactivate production services.
2. Coordinate with CSPs to recover Mainline's systems and applications in accordance with established RTO and RPO.
3. Provide support to resolve problems and insure that the systems are performing adequately to support Mainline's business continuance during a Disaster Recovery event.
4. In the event Mainline employees require IT support during a disaster event, such employees should contact the HelpDesk for assistance.

Team Mission and Responsibilities

Mainline Information Systems - Corporate Offices

Customer Operations Team

Manager: Operations Manager

Assembly Time Objective 1.00 Hours Recovery Time Objective 48.00 Hours Recovery Point Objective 12.00 Hours

Team Mission:

The Customer Operations Team's primary concern is to ensure continued operations of critical business functions, such as entering customer orders and other essential services provided by Mainline as well as new and applicable services/support brought about by the disaster.

TEAM PLAN:

1. Demonstrate the ability to re-establish critical applications and provide expected data as well as services to both internal and external customers.
2. Determine a safe centralized meeting location to assemble team members if headquarters is not available. If a safe meeting location is not available in Tallahassee, the remote Operations Services Team will be engaged to assist with hardware, software, and maintenance orders.
3. Coordinate with each of the Operations managers to engage and respond depending on the circumstances of the disaster event.
4. Coordinate with other operations team members to ensure continued support of corporate operations needs.
5. In the event Mainline employees are in need of operations support during the occurrence of a disaster event, employees should contact the Customer Operations Team in the following order, depending on resource availability (contact information is provided in Exhibit B):
 - a. Operations Manager, Team Manager
 - b. Jimmy Sauls
 - c. Steven Darrow
 - d. Pam Issitt
 - e. Frances Owens

Team Mission and Responsibilities Mainline Information Systems - Corporate Offices

Finance Team

Manager: Amy Antimucci

Assembly Time Objective 1.00 Hours Recovery Time Objective 48.00 Hours Recovery Point Objective 12.00 Hours

Team Mission:

The Finance Team's primary concern is to ensure all cash and financial requirements are secured, customer approval limits and invoicing for order fulfillment are processed timely, and vendor payments are timely disbursed.

TEAM PLAN:

Name	DR Role	DR Responsibilities
Amy Antimucci	Finance Team Lead - coordinate with Finance team and other departments, as necessary, to accomplish basic duties	First to be contacted from Company DR Leads (CFO and/or VP of Ops); makes DR decisions for Finance in coordination with CFO; contacts other Finance team members and other departments, as necessary, to communicate DR and operational plans.
Scott Boyles	AR Manager - Coordinate with Finance Team Lead and other managers, as necessary, to accomplish basic duties.	Stay in contact with Finance Team Lead to make sure cash/treasury needs are met; necessary AR duties (urgent credit approvals, cash collections & customer/cash concerns); coordinate with AR admins to perform basic duties, as necessary.
Matt Cramer	AP Manager - coordinate with Finance Team Lead and other managers, as necessary, to accomplish basic duties.	Stay in contact with Finance Team Lead to make sure vendor and operational needs are met; necessary AP duties (determine wire needs for LOC, urgent bills paid, vendor & operational questions/concerns); coordinate with AP admins to perform basic duties, as necessary.
Kathy Greene	Billing Manager - coordinate with Finance Team Lead and other managers, as necessary, to accomplish basic duties.	Stay in contact with Finance Team Lead to make sure necessary customer invoicing needs are met; be available to address urgent customer/billing questions/concerns; coordinate with Billing Admins to perform basic duties, as necessary.
Michelle Johnson	Incentive & Leasing Manager - coordinate with Finance Team Lead and other managers, as necessary, to accomplish basic duties.	Stay in contact with Finance Team Lead to make sure necessary leasing, expense reimbursement, incentive needs are met; be available to address urgent customer/leasing/employee/vendor concerns; coordinate with Leasing/Incentive/Expense team to perform basic duties, as necessary to ensure impending deadlines are met.

Contact Information Redacted

Summary of Changes & Revisions: IT Disaster Recovery Business Continuity Plan
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Note: This list will not include non-substantive or minor changes

Date	Department	Description
9.7.2017	Legal & All Team Leaders	Annual review & update
1.1.19	Legal & All Team Leaders	Annual review & update
1.1.20	Legal & All Team Leaders	Annual review & update
3.16.20	Legal	Corrected inaccuracy in contact information
1.1.21	Legal & All Team Leaders	Annual review & update