

## Disaster Recovery

SHI understands Indiana's concern in ensuring that emergency operations are in place should a disruptive event occur. In the event of a disaster within the State of Indiana, our New Jersey headquarters will continue to operate normally, safeguarding against any disruptions to Indiana's facilities. The primary focus of SHI's emergency operations concept is to protect and preserve the integrity of Indiana's technology.

As part of our concept, Indiana's Inside Sales team will be available to address all concerns as they arise. For after-hours assistance, Bernard Morgano, Account Executive, Josh Pfau, District Manager, Michael Bench, VP, and Nick Buro, Inside Sales Manager, will all be available to assist and help resolve emergency issues. All team members who are located outside of the State and will be helping to keep Indiana's facilities and technology functioning stably.

As a reseller, SHI has access to a wide range of products and services that we can source through several distribution centers located across the United States. In the event of an emergency or disaster, SHI will work with Indiana to provide any necessary equipment swiftly and safely. As needed and when appropriate, SHI will work with OEMs on Indiana's behalf to determine what products or services they may be able to provide to assist during the event. We will strive to get products to Indiana as quickly as we can based on the disaster situation, and the speed with which we can deliver will be dependent on the specific scenario and the ability of the shippers to reach the destination.

One recent example of how we assisted a customer in need was during Hurricane Harvey. One of our large school districts lost access to their datacenter due to the storm. We worked collaboratively with AWS and the school district to get them functional and secure quickly and without a PO. We also assumed the cost of the service for the first month.

As we know, every disaster is different. While we have articulated here a basic concept to support you through possible scenarios, we will also customize a plan for Indiana depending on variables, needs, and severity of the emergency situation. We are happy to discuss concepts and plans in more detail and to develop a plan that meets your specific needs. As a partner in good faith to all of our customers, we commit to being there in times of need and doing what we can to help Indiana during and after any disaster.