

Pandemic Outbreak Strategy

In the event a Pandemic outbreak was to occur, BÖWE Bell + Howell (BBH) would follow the guidelines of the CDC to protect our customers and associates. All of our field associates are equipped with a Laptop computer and Blackberry device and can retain all company communications from remote locations. This can help limit the human to human interaction. Additionally, we will make available to our associates the recommended Personnel Protective Equipment as advised by the CDC.

If BBH field staff were impacted by a pandemic outbreak and were unable to complete their job duties, we would seek to provide staffing from within the local service district, then the regional service area, and lastly seek national support to staff the site. With over 1,200 service personnel, this type of staffing backfill has been tested and it is routinely utilized as we employ this tactic for staffing voids during peak vacation periods, major installations, or training events. The Customer Service Engineers maintain a parts inventory at the site to support the equipment. The inventory contains enough stock to support the site for approximately three months.

In the event of a Pandemic outbreak where the site increased the operational hours, BBH could provide 7x24 support, if requested. We maintain 7x24 on call support for every customer in our service area on a regular basis. We could meet this requirement within 36 hours of the request. This staffing mobilization is frequently tested to meet the needs of various customers within our districts during peak run periods. Our Customer Care Center is staffed live 7x24x365 and is located in Durham, North Carolina. They can remotely communicate with our Customers, Customer Service Engineers and BBH management.

If it became necessary for the site to outsource the inserting and sorting operations to outside vendors, we could mobilize and provide support as requested at their locations.