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| Standard Operating Procedure Disaster Recovery Plan - Major Communications Interruption | SOP No. 3.010 |
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1 Purpose

- 1.1 The purpose of this specification is to provide a procedure for Therma to maintain key business operations and provide customer support in the event of a major communication interruption at the main office.

Therma Main Office
1601 Las Plumas Ave.
San Jose, California, 95133
408-347-3400

2 Scope

- 2.1 This procedure applies to all Therma employees who provide direct support to Therma customers. It includes:
- 2.1.1 Therma Management
 - 2.1.2 Project Managers
 - 2.1.3 Service Personnel
 - 2.1.4 Foremen and Lead Personnel
 - 2.1.5 Engineering Staff

3 Definitions

- 3.1 Remote Communication Methods - The following modes of remote communication are commonly available to Therma employees:
- 3.1.1 Radios
 - 3.1.2 Cellular Phones
 - 3.1.3 Telephones/Beepers

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- 3.2 Major Interruption - A major interruption in Therma communications prevents employees from contacting the main office via remote methods for more than 4 hours.
 - 3.2.1 An example of this type of interruption would be a minor Earthquake affecting power and phone service but not causing any threat to the safety of Therma employees or the local community.
- 3.3 Catastrophic Interruption - A catastrophic interruption is one in which the main office building integrity is compromised or the impact to the local community constitutes a health and safety risk. Examples of catastrophic interruptions include:
 - 3.3.1 Partial destruction of the Therma main office due to fire, earthquake, flooding, or other means.
 - 3.3.2 Loss of the City's substation which supplies the Therma office and outlying areas. Could be caused by weather, equipment failure, or other means.
- 4 Responsibility
 - 4.1 Priorities - In the event of a major interruption to Therma's communication network, the priority for all actions and response shall be as follows:
 - 4.1.1 Eminent Health and Safety
 - 4.1.2 Critical Areas per Customer Requirements
 - 4.1.2.1 Safety and Health
 - 4.1.2.2 Key Operations
 - 4.1.3 Comfort Cooling or Heating
 - 4.2 Reporting Structure - All Therma employees in supervisory positions will be responsible for headcount, communications, and direction of their employees. In case of planned absences, all personnel in their group must be notified of a substitute contact in case of emergency.
 - 4.3 Authority - The following managers have authority and responsibility for setting up and directing communication during a major communications disruption.
 - 4.3.1 Operations Manager

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4.3.2 Service and Balance Manager

4.3.3 Engineering Manager

4.3.4 Field Operations Manager

4.3.5 This authority and responsibility includes:

4.3.5.1 Develop contact with primary site contacts, project managers, and field foremen.

4.3.5.2 Communicate with primary site contacts on progress of recovery.

4.3.5.3 Make final decisions on priorities for disbursement of manpower, and other resources.

4.3.5.4 Primary contact during an interruption.

4.4 Primary Site Contact - For all customers, a primary site contact must be identified by Therma. In most cases, this will be the Project Manager. For Therma customers which have a trailer on site, the Primary Site Contact will be the lead person with an on-site office. For large corporate customers with multiple locations, each location will be treated as a separate customer with independent requirements. The authority and responsibility for the primary site contact includes:

4.4.1 Specific knowledge of the customer's requirements and priorities.

4.4.2 Responsible for communications with customer.

4.4.3 Assign a back-up.

4.4.4 Communicate with Therma Management as described above.

4.4.5 Must have up-to-date customer contact lists and knowledge of customer issues.

5 Procedures

5.1 General Procedures and Preparation

5.1.1 In the event of a national, state, or local emergency, Therma personnel are requested to keep their pagers, radios and cell phones activated unless directed otherwise by local emergency officials.

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5.1.2 In preparation for potential emergency situations, all key customer liaisons (Project Managers, Foremen, Account Managers) must keep up-to-date customer emergency contact lists and customer safety procedures. Maintain up-to-date awareness of your customers' critical area requirements.

5.2 Event Detection and First Response

5.2.1 If an employee cannot contact the main office for four hours, but there is no apparent "community" issue, the Primary Site Contact is requested to return to the Therma office to receive and dispatch personnel as needed. If the cause of the catastrophic shutdown appears to have affected a larger area than just Therma, Primary Site Contacts must consider the priorities outlined in 4.1 above when deciding when and how to return to Therma.

5.2.2 The priority for all actions and response shall be as follows:

5.2.2.1 Eminent Health and Safety

5.2.2.2 Critical Areas per Customer Requirements

5.2.2.2.1 Safety and Health

5.2.2.2.2 Key Operations

5.2.2.3 Comfort Cooling or Heating

5.3 Emergency Response Procedures

5.3.1 In the event of a major interruption to Therma's communication network, the following personnel are requested to return to Therma as soon as possible considering the priorities outlined in step 4.1.

5.3.1.1 Dispatch and Service Coordinators

5.3.1.2 Primary Site Contacts

5.3.1.3 Project Managers

5.3.1.4 Therma Management

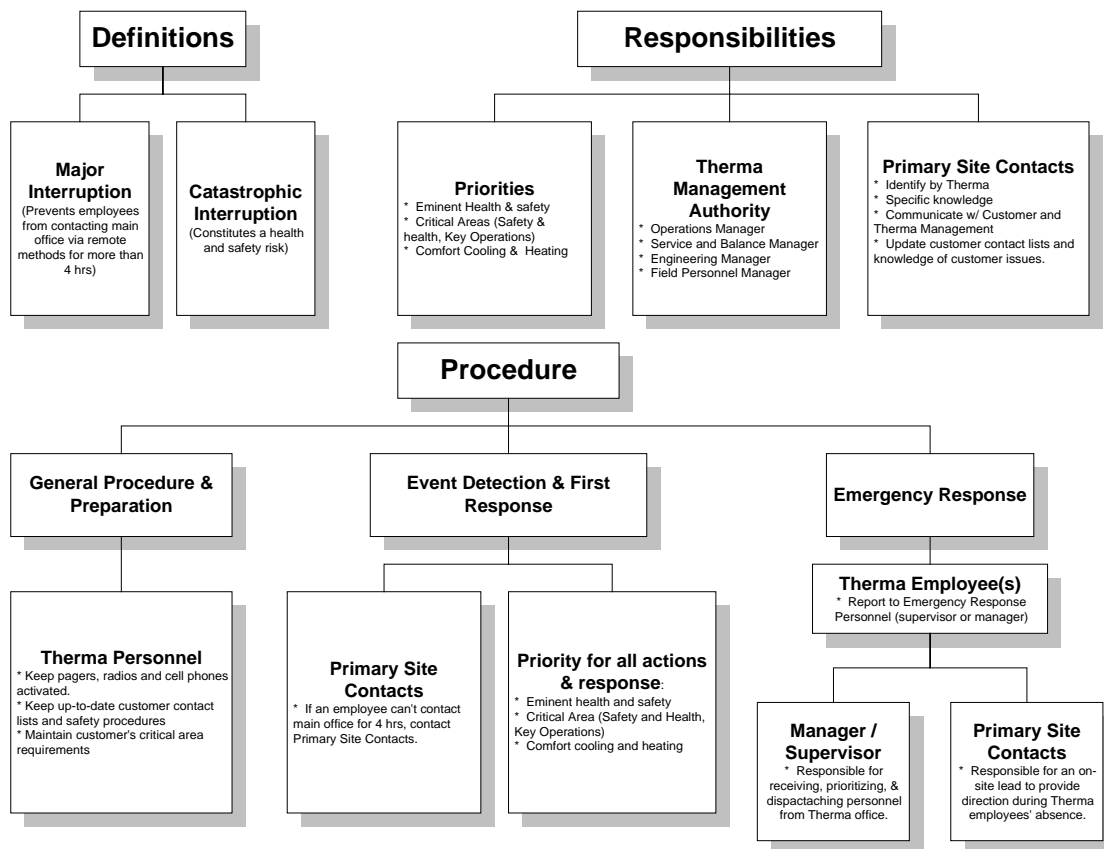
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- 5.3.2 Therma employees will report immediately to their supervisors who are also designated as Emergency Response Personnel. These managers and supervisors will be responsible for receiving, prioritizing, and dispatching personnel from the Therma office. Dispatch will utilize Therma's global positioning satellite system to minimize travel distance and provide assistance wherever possible.
- 5.3.3 Therma employees not designated to return to the main office should report to their site office. Prior to returning to Therma, Primary Site Contacts will designate an on-site lead to provide direction during their absence.

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Attachment A

Summary of Training Activities



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Document Approval


Field Operations Manager

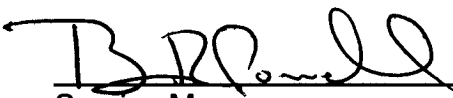
7-7-03
Date


Operations Manager

7-8-03
Date


Engineering Manager

9-17-03
Date


Service Manager

7-8-03
Date


Quality Assurance Manager

9-22-03
Date

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