



Disasters strike in every corner of the globe, during all seasons, and on varying scales. Since by their nature they are unexpected, preparedness is crucial to a successful recovery. North Coast is committed to being your key partner for electrical supplies and services before, during and after a critical event.

# Business Continuity Plan



## Summary

This purpose of the plan is to provide information to our customers regarding our systems, inventory and services that can support them during large scale natural or other disasters. Since the immediate results of a disaster can leave an area without good communication and transportation, preparation is key to a quick and successful recovery.

In the event of an emergency, the extent of damage will dictate the approach we take to support our customers. Available personnel will be utilized to support the purchase and distribution of needed materials, tools and equipment.

## What you can do

Planning will maximize the efficiency of our organization in the event of a disaster.

Planning can include, but is not limited to:

- Safety
- Security
- HR
- Organization Structure
- Operations
- System Reliability
- Engineering
- Communications Requirements
- Roles and Responsibilities
- Logistics
- Materials
- Contracts
- Environmental
- Contractor Management
- Staging
- Accounting
- Fleet
- Payroll

## When Disaster Strikes

- Materials and Supplies
  - North Coast has 38 branches located throughout the Northwest, providing our customers with access to millions of dollars of supplies utilizing our advanced distribution network featuring regional distribution centers and local service centers. Our systems allow us to access real time availability throughout our digital platform 24 hours a day and is available to our customers at [www.northcoast.com](http://www.northcoast.com)
  - Because of our Territorial Hub system, we are capable of shipping material anywhere within the Northwest if one or more of our hubs should be disabled due to a disaster event. Our business system is hosted and offsite, all of our data is stored in the cloud making it accessible from anywhere.
  - In the case that our customers suffer a disaster event outside of our normal service area, we will employ another one of our Sonepar Operating Companies anywhere in North America to support local fulfillment while processing needs centrally in the Northwest.
- Expediting
  - As a part of the Sonepar-USA family, we have a unique and valuable relationship with the brands you trust and can provide purchasing and expediting services to support your needs
- Delivery
  - We have a fleet of delivery vehicles in varying sizes across our distribution network to support delivery of materials where and when you need them. Our ability to reroute existing trucks to disaster event sites allows us to stay robust in case of a disaster event.
- On Site Staging options available
  - We have a whole division dedicated to managing material at the point of use on behalf of our customers. If an event occurs and we determine with our customer that an onsite staging of inventory supports their efforts, North Coast will deploy our resources for action

- Remote Storage options available
  - North coast already stages material for projects on behalf of our customers and this service could be deployed to support customers in an disaster area.
- Command and Control
  - Our Service Centers are operated by SC Managers, who report to Territory Managers, parallel to Operations Managers who report to Territory Operation Managers. Territory Managers report directly to the Executive Vice President of Sales and Territory Operations Managers report directly to the Executive Vice President of Operations. There is a separate organizational structure to manage our IT needs which also report to our Executive Vice President of Operations. All of the IT systems are bucked up Sonepar USA with their IT Support systems spread out across the United States. Our entire IT backbone is supported nationally by Sonepar USA. Currently the Vice President of business Development is responsible to engage the entire team in the event of a disaster should it effect customer supply chains.
- Extended hours and emergency support teams will be employed to support a disaster event for our customers anywhere in North America. Business Continuity plans will be available at all locations within our Geography of North Coast.
- Automation Team Support
  - Customers utilizing automation components can contact our support teams during a disaster to get technical support, specifications for needed replacement parts, etc.
  - North Coast Automation team specialists will be available and are located in Eugene, Portland and Seattle in addition to Disaster Support directly from Rockwell to support factory automation issues created by a disaster event.
- 24/7 Emergency Access: 1-844-238-7477
  - Receive a call back within 25 minutes or less

## Suppliers

- All products sourced from significant preferred suppliers and sub-suppliers have been crossed to alternative suppliers in the event a supplier in some geographical part of the world experiences a disaster event.
- Sonepar is a Global company with suppliers located all over the world, their global network can be employed should a disaster event take place leaving North Coast without a source of supply.

## **Planning Ahead**

Business continuity planning can provide an effective framework for the organizations to plan for these types of events. They can assist in keeping critical services available for communities. Plans may include supporting contractual agreements which outline the roles and responsibilities of multiple groups that will be engaged in preplanning and during restoration efforts.

Business continuity plans are generally reviewed annually to evaluate the effectiveness of the plan under various scenarios and identify gaps for training and process improvement.

During our yearly review and analysis of our continuity plan we will ensure

- Our plan is still relevant and update it as necessary
- Train any new members on the plan and how it is to be implemented
- Review and have approved any modification to our BC plan
- Have the plan reviewed and signed by the Vice President of Business Development and then presented and shared with the entire Leadership Team at North Coast.

Customers requiring a coordinated business continuity plan with North Coast should contact their primary sales support and request more information on services available.