

FOR IMMEDIATE RELEASE – RecordMax Implements Business Recovery and Continuity Plan When Tornado(s) Strikes Jackson, Mississippi

April 5th, 2008 – Jackson, Mississippi

RecordMax was impacted by an estimated F2 tornado on April 4th, 2008. Damage to several buildings in North Jackson has affected operations while managers have worked to manage both the proper resources and manage communications with hundreds of local customers.

The Event and Initial Responses

Business Continuity Manager and RecordMax USA President Jim Teske received a call from CEO Bob Lloyd minutes after the event. The first step was getting a head count and while there were a couple close calls, no employees were injured from the tornado or its impact. Numerous resources were mobilized with representatives of Georgia Casualty, BMS Catastrophe onsite or in route within hours. Additional efforts included securing two 53' mobile freezer units (for protection of moisture affected assets), a huge trailer sized generator (to power lighting, computers, phones and other systems) and a huge special air-conditioning and humidification unit. Armed security personnel were contracted immediately. By the next morning, engineers, contractors and roofers were working to assess damage and to secure roofs and affected areas. Uninterrupted power supplies afforded a proper shutdown and restoration of mission critical operating systems. Cell phones and a local communications line covered immediate needs with phone systems being fully recovered the next business day.

Storage Facility Impact

The original RecordMax facility in North Jackson received the brunt of the impact. While as of this writing a final engineers report remains pending, damage to the roof and upper concrete walls and support columns was such that the building was deemed unstable and RecordMax staff were denied access for safety purposes. The vast amount of the damage appeared to be above office space and loading, staging and entry areas impacting far less records than might have originally been anticipated. Huge tarps were secured on both the exterior and interior. Debris removal to facilitate access to this building has been ongoing and is nearly completed; upon which a full facility audit will commence. A second records storage facility on the property was also impacted by the loss of a small section of roof space...which was in turn stabilized and temporary roofing installed within 24 hours of the event.

Customers Need Updates and Information

Phone calls to every customer began almost immediately after the event; with several health care facilities that access records 24/7/365 being contacted on Saturday, April 5th. Almost all customers had been called directly within 48 hours and a letter from business owners Bob and Ted Lloyd was drafted and forwarded to all affected parties.

Of the hundreds of thousands of containers and millions of files and records managed by RecordMax in North Jackson, less than one percent have been identified as having been potentially affected by moisture or from winds from the tornado. Such records were immediately placed into secured cold storage to prevent any mold, mildew or deterioration. Lists of affected records were promptly forward to the corresponding customers. Clients with records in the building most impacted, or as having records identified as being affected, were also sent a comprehensive, personalized impact assessment report.

Ongoing Recovery and Continuity Efforts

The RecordMax team continues to work hard to maintain maximum operational access and continuity while also focusing on a pending audit of up to 93,000 cubic feet of information. Temporary adjacent warehouse space has been secured for the audit project. And both proactive and reactive communications with customers remain a high priority.

Thanks to so many vendors, partners, affiliates and friends for their offers of assistance and prayer. We're grateful and appreciate all of you as well as of course our valued customers for their patience and support.