Pandemic Influenza
Continuity of Operations Plan (COOP)

For

Bradford Management Group & Talent Bridge

2009
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Company Policy - Contagious Temporary Illness Policy</td>
<td>3</td>
</tr>
<tr>
<td>Plan Assumptions</td>
<td>3</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>4</td>
</tr>
<tr>
<td>Objective: Staff Resources</td>
<td>4</td>
</tr>
<tr>
<td>Influenza Pandemic</td>
<td>4</td>
</tr>
<tr>
<td>Staff Resource Contingency Plan</td>
<td>5</td>
</tr>
<tr>
<td>Essential Functions</td>
<td>6</td>
</tr>
<tr>
<td>Warning Conditions</td>
<td>6</td>
</tr>
<tr>
<td>Operating Hours</td>
<td>6</td>
</tr>
<tr>
<td>COOP Activation/Termination</td>
<td>6</td>
</tr>
<tr>
<td>Initial Actions</td>
<td>7</td>
</tr>
<tr>
<td>Order of Succession</td>
<td>7</td>
</tr>
<tr>
<td>Staffing Response Team</td>
<td>7</td>
</tr>
</tbody>
</table>
Introduction

BMG/Talent Bridge is responsible for the safety of our employees, and also has a moral and legal obligation to our employees, investors, and, our clients we serve to continue to operate in a prudent and efficient manner even in the circumstance of an impending or existing threat or actual emergency. In the event of an influenza pandemic, BMG/Talent Bridge will make every effort to continue operations subject to limitations on resources including human resources and equipment.

This plan outlines a comprehensive approach to ensure the continuity of essential services during an influenza pandemic while ensuring the safety and well being of employees, the emergency delegation of authority, the safekeeping of records vital to the company and its clients, emergency acquisition of resources necessary for business resumption, and the capabilities to work at alternative work sites if need be until normal operations can be resumed.

Company Policy - Contagious Temporary Illness Policy

In deciding whether an employee with an apparently short-term contagious illness such as influenza, H1N1 influenza, colds and other viruses, may continue to work, the company considers several factors. The employee must be able to perform normal job duties and meet regular performance standards. In the judgment of Talent Bridge’s management team, the employee’s continued presence must pose no risk to the health of the employee, other employees and customers. If an employee disputes the company’s determination that such a risk exists, the employee must submit a statement from his or her attending health care provider that the employee’s continued employment poses no significant risk to the employee, other employees or customers.

All employees should take the following precautions every day to protect themselves from getting sick.

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners* are also effective.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people.

Employees working at a client site must also follow that company’s policy and procedure regarding Contagious Temporary Illness Policy. If you have any questions regarding this policy please contact your account manager.

Plan Assumptions

Plans to continue operations will need to be flexible to address the effects of an influenza pandemic on the company’s operations. The following list of assumptions outlines the potential impact on the company’s organizational capacity to continue operations. An infectious agent associated with an influenza pandemic, terrorist attack, outbreak of food
borne illness, or similar event, may cause serious reductions in the availability of staff available for work and/or their capacity to operate efficiently. In such cases, a staff contingency plan must be developed in advance to address critical functions throughout the company.

Contingent assumptions:
- Staff levels may be significantly reduced due to high levels of illness.
- Staff may be lost due to significant mortality associated with disease.
- Remaining workers may be psychologically affected by disease, family concerns, concerns about economic loss, or fear, and require behavioral assistance.
- Staff may be reduced by the need for some workers to attend to family illness or to children remaining at home due to school closures.
- Human resource reductions may be temporary or may be long-term depending on the severity of the influenza strain.

Responsibilities
a. The partners, Brad Violette, Brady Teague, and Christopher Braswell are responsible for the development of viable and executable contingency plans for Continuity of Operations Plan (COOP) for Bradford Management Group and Talent Bridge.

b. The company will develop and maintain a current COOP that identifies its essential functions and the individuals to support them.

Objective: Staff Resources

The objective of this plan for human resources is to ensure the execution of the Company’s essential functions during any crisis and to provide for the safety and well being of the employees during any emergency when a sudden or ongoing and severe reduction in staff/human resources critical to the safe and effective operation of the company threatened occurs. Specific objectives of this plan include:

- Ensuring the continuous performance of essential functions during an emergency;
- Protecting the safety and productivity of working staff;
- Reducing or mitigating disruptions to operations;
- Addressing behavioral health issues that may affect the company;
- Pre-planning for potentially critical losses of staff through scheduling, identification of alternate resources, and temporary business reduction efforts;
- Reducing loss of life and minimizing damage and losses; and;
- Achieving a timely and orderly recovery from an emergency and resumption of full service to customers.

Influenza Pandemic
An event with widespread morbidity and mortality due to a highly contagious and dangerous influenza virus resulting in a pandemic disease event. Staff reduction levels may reach 40% or more over a period of many months depending on incidence of disease within area of worksite/facility. Staff reductions may occur due to 1) Staff illness due to disease or 2)
family responsibilities due to illness in family or closure of schools, lack of caregiver support, or similar instances that prevent employees from coming to work.

The Plan may be activated if adequate staff are not available for work in order to keep critical business interests operational. It should be kept in mind that the Plan is NOT an evacuation plan; rather it is a deliberate and planned deployment of pre-identified and trained personnel and/or the transfer of essential functions. Should activation of the plan be necessary Brad Violette, President will disseminate notification of the COOP Plan activation with appropriate instructions, by available means including radio, television, telephone or e-mail. Pre-identified personnel should follow the instructions given and or in accordance with the instructions contained in this COOP Plan.

If the pandemic results in loss of life, a major consideration becomes reconstitution of key leadership positions with personnel drawn from the corporate office, in accordance with the Order of Succession.

Following the COOP Plan activation, the primary effort will be the restoration of the company’s operations with adequate personnel to restore complete business operations. Reconstitution activities are oriented towards the identification of alternate human resources to offset staff losses for limited or extended periods of time. When sufficient functions have been restored at the office and the client work site, Brad Violette, President or his designated successor can order the termination of COOP operations.

**Staff Resource Contingency Plan**

Each staffing manager/account representative will assess staffing needs for each of their clients and develop a contingency plan to provide for alternative staffing in the event of a pandemic with major staff reduction. The plan will include:

1. Identification of critical operation points (COPs) necessary for continuity of operations (e.g., management staff; specific levels of expertise, training or experience; recording or documentation requirements; health and safety concerns), that may be necessary for business to continue and for workers to provide services.
2. Plan for service reduction based on need, critical nature of function as a support for company or local population, and other factors.
3. Evaluation of potential health and safety issues that might arise through diversion of staff to new job roles and loss of critical staff in various operational positions.
4. Identification of temporary staff not currently on assignment and contractors or other staff options that may alleviate problems resulting from staff loss.
5. Identification of work options available through “telecommuting” or other off-site possibilities.
6. Assessment of flexible leave options that would allow employees to address family needs while continuing to support the employing company through a flexible work plan where feasible.
7. Written notification to employees as to proposed contingency plans and compensation provisions, if feasible.
8. Training of workers on an annual basis with regard to contingency planning and the need for personal back up plans for transportation, family needs, etc.
9. Provision of behavioral/psychological assistance through local or state resources; health insurance provisions.

Essential Functions

The Company shall ensure essential function continuity or resumption as rapidly and efficiently as possible in the event of a staff reduction. Essential functions are listed below. Any task not deemed essential will be deferred until additional personnel and resources are available.

1. Processing weekly timesheets
2. Processing Payroll- Temporary associates
3. Benefits Administration/Coordination/Enrollment
4. Processing Payroll/monthly commissions- Internal staff
5. Weekly invoicing
6. Processing accounts receivable
7. Processing accounts payable
8. Regular communication to temporary associates
9. Regular communication to clients
10. Processing job orders
11. Reviewing resumes
12. Scheduling/conducting interviews
13. Conducting background checks, references, drug screens
14. Processing new hire paperwork
15. Managing internal service delivery staff
16. Managing daily office operations
17. Setting weekly: staff goals, meetings, collection of statistics, performance review
18. Managing of staff attendance

Warning Conditions

Warning conditions that may lead to activation of COOP may include the following:
- Notification from the North Carolina Department of Public Health regarding a novel virus alert or pandemic event.
- Declaration of a State of Emergency by the Governor
- Notification by the North Carolina Emergency Managers Association
- Extensive or unusual usage of sick/family leave by personnel

Operating Hours

During COOP contingencies, the President or designated individual will determine the hours of work for personnel. However, it is expected that the working hours of most staff will be similar to normal non-emergency periods.

COOP Activation/Termination

COOP will be activated upon notification of the President of an imminent disease threat. Upon activation the COOP Emergency Staffing Plan (CESP) and Staffing Response Team (SRT) will be deployed to implement COOP plans.
Termination of COOP will be initiated upon determination that a) staff resources have
returned to normal levels and b) notification that an imminent disease threat no longer exists.

Initial Actions

Initial actions to follow COOP Activation and notification of CESP and SRT will include:
- Review of mission critical functions for the company;
- Evaluation of current staffing levels and resource deployment;
- Notification of human resources, staffing managers, account representatives and
  other key personnel as to status and plan implementation;
- Notification of employees as to plan activation and process;
- Implementation of alternative staff resource options;
- Evaluation of immediate and ongoing staff needs based on existing and
  predicted levels of human resources available.

Order of Succession/Staffing Response Team

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Name: Christopher Braswell
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