Disaster Recovery Program

- **Standard Products**
  - DC Priority Shipments
  - 60 day extended terms
  - Return within 60 days no restocking fee
  - Approx 200 generators available (non returnable)

- **Engineered Products**
  - Quick Ship Service
  - Established pricing and lead times
  - Follow standard QS process

- **Service**
  - Service response 24/7
  - Call center 1-800-832-6569
  - BT service network provides national coverage
Disaster Recovery Program – Proactive Notification

- National Weather Service recognizes businesses who meet criteria to become StormReady
- Nominate HVP’s in your territory who would be willing to become StormReady
- HVP’s Hazardous Weather Response Plan would include Siemens Disaster Recovery Program
- StormReady HVP’s would be able to alert Siemens of an approaching storm

Minimum Requirements – Be able to provide:

1) Warning Reception (weather radio)
2) Communication/Relay of Warning
3) Hazardous Weather Response Plan
4) Sheltering Location
5) Preparedness (safety drill)
Process to Activate Disaster Recovery Program

- Catalyst = A National Weather Service warning indicates severe weather approaching with a high probability of structure damage and loss of electricity (State of Emergency)

- Contact the LMV Channel Marketing organization (Edith Berardi Key Contact)

- Low Voltage Management will review and approve implementation of Recovery Program and define the geography impacted by storm

- Edith Berardi and/or CMM holds conference call with local sales team to identify key distribution and sales contacts

- Email sent to key stakeholders to activate the following processes:
  1) Extended terms for standard products
  2) Order priority process (standard and engineered products)
  3) Alert BT Call Center of emergency situation (call center # 1-800-832-6569)
  4) Stand by generator distribution process to impacted region

Process has been preapproved and may be activated within hours of original contact

E-Mail all correspondence and order information
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