

Contingency and Emergency Response Plan

AUSOURCE INDUSTRIES LLC · EIN 86-3945528

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Effective from the approval date stated at the end of this document.

This plan organizes Ausource response to disruptions affecting supply, transportation, personnel or information in its commercial and logistics activities. It also defines coordination of emergencies involving goods held by third parties. Its objectives are to protect people, preserve traceability and restore operations in a controlled manner.

1 Organization and scope

The coordinator assesses the event, activates the plan and directs communications. The alternate takes over when the coordinator is unavailable, using previously verified access rights and authority. Management authorizes expenses and contractual changes within its existing authority. Names, contacts and alternatives must be documented in separate operational records before implementation.

Transport and storage operators respond at the custody location in accordance with their procedures and the product safety data sheet. Ausource coordinates commercial information, documentation and follow-up; it does not assign chemical response duties to untrained personnel.

2 Activation criteria

Activate the plan when a delivery failure occurs or is anticipated, essential information becomes inaccessible, a key person is absent without an operational replacement, cargo is lost or tampered with, a fraud alert arises or an event threatens personal safety. Do not wait for every cause to be confirmed before starting coordination.

3 Response sequence

1. Immediately notify the coordinator or alternate and record the time, affected transaction and known facts.
2. Prioritize safety. Suspend affected payments, shipments or access where necessary; preserve evidence and confirm who has custody of the goods.
3. Assess the orders, quantities, deadlines and documents affected. Open an incident record and assign actions and responsibilities.
4. Verify an alternative before using it. Confirm availability, capability, conditions, costs, documentation and client authorizations where applicable.
5. Inform the affected client and agree on the next update. Continue reporting until operations are restored and closure is verified.

4 Response by scenario

Supplier failure or delay

Confirm the shortfall and revised date. Review inventory and open orders; contact an assessed alternative supplier. Verify specifications, metal content, origin and certification before proposing a substitution. Communicate partial delivery or rescheduling options to the affected client and obtain acceptance when agreed conditions change. Retain the assessment and decision.

Transport suspension or route disruption

Obtain the cargo location, custody details and status from the operator. Contact the documented alternative and confirm product acceptance, route, dangerous goods requirements where applicable, insurance and timing. Verify documentation before transferring custody. Coordinate changes with the client and international trade participants where applicable.

Cargo loss theft or tampering

Ask the operator to protect the cargo and preserve records; suspend delivery if the goods' integrity has not been confirmed. Retain tracking information, custody documents, available photographs and exception reports. Notify the insurer under the policy terms and coordinate relevant reports to authorities. Do not promise replacement until availability and coverage have been verified.

Absence of a key person

Activate the alternate, transfer order status and pending tasks through the company repository, and verify banking, commercial and documentation authority. Use previously authorized individual access. Do not share passwords or use another person's signature. If required authority is unavailable, escalate to management and agree on revised deadlines.

System outage data loss or cyber incident

Suspend compromised access and request technical support. Preserve logs, assess the scope and recover from a backup whose integrity has been verified. Validate orders, payment accounts and documents before resuming operations. During the disruption, use a controlled manual record and reconcile it afterward. Notify affected parties where appropriate.

Suspicious payment instruction or counterparty alert

Stop the affected payment or shipment and verify the instruction through a previously known contact using an independent channel. Retain messages and documents. Escalate to the compliance officer; management may authorize continuation in writing only after resolving the alert or determining appropriate action.

5 Emergencies and communication

Dangerous goods incident

In an incident involving dangerous goods, such as a spill, damaged packaging, exposure or suspected leakage, do not open, handle or attempt to recover the product without suitable training and resources. Activate Ausource contracted emergency response hotline. Keep the provider, telephone number and service reference in a separate operational directory and in shipment documents where applicable. Also notify the operator responsible for the location and local emergency services as the situation requires. Provide product identification, location, transport documents and the current safety data sheet.

Follow emergency responders' instructions and site procedures. Ausource coordinates follow-up with the operator and client. Return, disposal or resumption of transport must be agreed with the competent responsible parties and authorized operators. This plan does not replace the safety data sheet or the operator's technical response plan.

Information to clients and stakeholders

The coordinator or alternate informs the affected client's operational contact of the order reference, event date and time, confirmed facts, expected impact, measures taken and next update. If a recovery date has not been confirmed, state that it is under assessment. Agree on update frequency and retain the messages.

For irregularities or unlawful, unusual or suspicious activities related to the transaction, inform the compliance officer and authorized contacts of affected parties where appropriate. Reports to authorities and insurers must be handled according to the event and applicable conditions.

6 Recovery and closure

Before resuming operations, confirm product safety and integrity, complete documentation, accepted transport arrangements, secure access and conditions agreed with the client. Reconcile temporary records and verify delivery or service restoration. Record the cause, impact, actions, communications and closure approval.

7 Validation and review

Before treating the plan as implemented, verify the separate operational contact directory, check alternatives, confirm the alternate's access and authority, and conduct a tabletop exercise. Record any unavailable alternative as pending, with an owner and deadline; do not present it as a validated capability.

Review the plan at least annually and after a disruption or material change. Repeat the exercise and an information recovery test at approved intervals. For the initial exercise, simulate an upcoming delivery whose primary carrier cannot accept the cargo: validate the alternative, check documents and prepare the client communication without making an actual shipment.

Approval

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