

Business Continuity at The Capital Group Companies Inc.



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CGC's CONTINGENCY PLANS

CORPORATE CONTINGENCY PLAN

Contingency Plan for BCSC/Alternates
Describes the role of the BCSC at the time of an event. The plan addresses procedures for activating the ECC and the communication process throughout the recovery effort.

SITE PLANS

**Contingency Plan for Support Services
(Office Services and Information Technology)**
Addresses the role of the support services departments at the damaged site and recovery sites. The plan includes site specific information and identifies departmental critical functions and contacts.

DEPARTMENT PLANS **Contingency Plan for Departments (Managers and Supervisors)**

Detailed business recovery plan for each department. The plan defines the department's critical functions, staff assignments, alternate work locations, and other pertinent information related to restoring business operations.

SERVICE CENTER PLANS **Contingency Plan for Departments within the Service Centers**

Detailed business recovery plans for each department within a Service Center. The plan outlines the role of the GMs, includes site specific information and identifies departmental critical functions and contacts.

BUSINESS CONTINUITY WALLET CARD

Contingency Plan for Associates
Defines the actions to be taken by associates following a disaster while at work and while away from work.

Initial Notification Tools

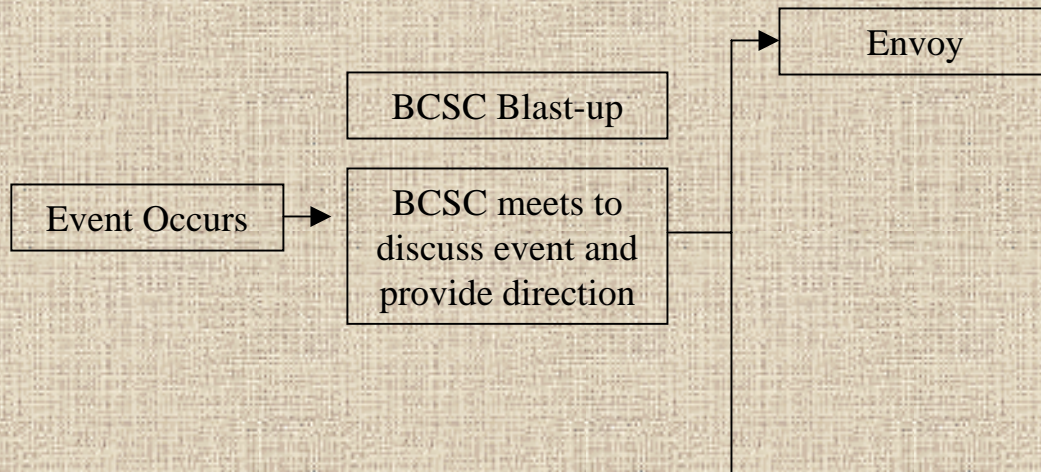
- **BCSC Blast-Up**
 - 1-way communication to BCSC
 - Phone system calls BCSC members at home/work and connects to BCSC bridge
 - Facilitates event discussion and management
- **Envoy**
 - 2-way messaging (acknowledge reporting/limited communications with yes/no questions)
 - Notification from the BCSC
- **CGC Hotline**
 - 1-way messaging from BCSC
 - Uniform message updating all associates and family members on event status
 - Accounting for associates access
- **Public Relations (PR) and Web Communications Plan**
 - 1-way messaging from the BCSC
 - Used to update associates and clients on an event and ensures uniform information across our intranet and internet sites
 - Accounting for associates access to database
- **Call Lists**
 - 2-way communication to associates
 - Used to notify associates of an event
 - Enables 2 way discussion

Additional Communication Tools

- **Accounting for Associates**
 - 2-way communication or messaging
 - Used to account/gather information from associates
 - By site or region
- **E-mail/PhoneMail Distribution Lists**
 - 1-way messaging
 - Notification from the BCSC
- **Department Hotlines**
 - 2-way messaging
 - Messages updating associates from a particular department with specific information regarding an event
 - Ability to leave messages to and from associates
- **Conference Bridges**
 - 2-way communication
 - Used by Teams/Groups to facilitate discussions

Event Flow

Initial Notification



Envoy – Automated Notification System: Administration

The screenshot shows the Envoyprofiles administration interface. At the top left is the Envoyprofiles logo, and at the top right is the Capital Group Companies logo. Below the logo is a navigation bar with "CAPGROUPII" and "My Profile | Logout". A home icon is followed by "CAPGROUPII". The main content area is titled "Main Menu" and is divided into several sections:

- Notification Tools**
 - [Create Notification](#): Create and send events
 - [Track Delivery](#): Track the progress of events sent
 - [Manage Recordings](#): Review, add, modify, or delete recorded messages
 - [Statistics](#): View statistics about associate subscriptions
 - [Edit Sender Information](#): Update information that is included with each notification
- Organization Management**
 - [Select Organizations](#): Review, modify, or delete organizations
 - [Create Organization](#): Create new organization
- Associate Management**
 - [Create New Associates](#): Create new associate accounts
 - [Manage Associates](#): Review, add, modify, or delete associate accounts
 - [Import Associates](#): Import associate information from other applications
 - [Interactive Import](#): Import information from LDRPS
 - [Track Interactive Import](#): Track previous LDRPS imports
- Team Management**
 - [Manage Teams](#): Review, add, modify, or delete teams
 - [Create Team](#): Create new team
- Custom Field Management**
 - [Manage Custom Fields](#): Review, add, modify, or delete Custom Fields
- Delivery Resource Management**
 - [Manage Delivery Resources](#): Review, add, modify, or delete delivery resources

At the bottom, there is a footer with "privacy policy (Standard) (EU) | terms of service" and the EnvoyWorldWide logo. The copyright notice reads: "© 1999 - 2004 EnvoyWorldWide, Inc. All rights reserved. Confidential and Proprietary."

The screenshot shows the Envoyprofiles administration interface for the "Create Notification" screen. At the top left is the Envoyprofiles logo, and at the top right is the Capital Group Companies logo. Below the logo is a navigation bar with "CAPGROUPII" and "My Profile | Logout". A home icon is followed by "CAPGROUPII". The main content area is titled "Create Notification" and "Select Notification Type". There is a "Help" icon in the top right corner. Below the title, there is a text instruction: "Select the type of notification you want to send, then click the **Next** button." A "Next >" button is located at the bottom right of the instruction. Below this is a section titled "Events" with a blue header. It contains four radio button options:

- Emergency Notification**
These are high priority notifications - evacuations, catastrophic system outages, highly malicious virus outbreaks, and serious threats to general health and safety.
- Information Notification**
These notifications are used to provide important information to associates.
- Exercise Notification**
These notifications are used during Business Continuity Exercises.
- Test Notification**
These notifications are used during Business Continuity Tests.

A "Next >" button is located at the bottom right of the "Events" section. At the bottom of the page, there is a footer with "privacy policy (Standard) (EU) | terms of service" and the EnvoyWorldWide logo. The copyright notice reads: "© 1999 - 2004 EnvoyWorldWide, Inc. All rights reserved. Confidential and Proprietary."

Envoy – Automated Notification System: Reporting

CAPGROUPII > [The Capital Group Companies](#)

Track Delivery Summary [Help](#)

Notification from the Capital Group Companies **Thu 04-Nov-2004**

[All Events](#) [Search](#) [Delivery Details](#)

All Organizations View

Exercise Notification

Date: **Thu 04-Nov-2004 19:30:57**
 Sender: **CapGroup Admin (cgadmin)**

Status

Notification Cancelled

Processed: **(571 of 571)**

Delivered: **(509 of 571)**

Delivered: **509** The number of devices that received this notification
 In Progress: **0** The number of devices being contacted
 Undeliverable: **62** The number of devices that cannot receive this notification

Processed by Device

Phone: **(571 of 571)**

Recipient Details

User ID: The number of User ID identifiers
 Total Recipients: **571** The number of recipients to be contacted
 Organizations: **2** The number of target organizations
 Teams: **2** The number of target teams
 Devices: **571** The total number of devices to be contacted

Notification Details

Date: **November 4, 2004**
 Time: **7:30 PM Eastern Time**
 Location: **HRO Site**
 Body: **This is only a test of the Capital Group's automated notification system. If you are a call initiator, do not initiate your call list, repeat do not initiate your call list. No further action is required from you. This is only a test.**

Question:

[All Events](#) [Search](#) [Delivery Summary](#)

[Next Page >>](#)

Exercise Notification

Notification Type: **Exercise Notification**
 Date: **Thu 04-Nov-2004 19:30:57**
 Subject: **Notification from the Capital Group Companies** [Show Less Detail](#)

The Capital Group Companies

Company: AFS - Shareholder Services

Home Phone Acknowledged
 Details: Thu 04-Nov-2004 19:31:48 Acknowledged [\(Complete\)](#)

Company: AFS - Shareholder Services

Home Phone Acknowledged
 Details: Thu 04-Nov-2004 19:31:48 Not Sent [\(Busy - retrying\)](#)
 Details: Thu 04-Nov-2004 19:32:53 Not Sent [\(Network Busy - retrying\)](#)
 Details: Thu 04-Nov-2004 19:33:57 Not Sent [\(Network Busy - retrying\)](#)
 Details: Thu 04-Nov-2004 19:36:59 Acknowledged [\(Complete\)](#)

Company: AFD - Fulfillment

Home Phone Delivered
 Details: Thu 04-Nov-2004 19:31:48 Sent [\(Answering Machine\)](#)

Company: AFD - Retirement Plan Marketing

Home Phone Delivered
 Details: Thu 04-Nov-2004 19:31:48 Sent [\(Answering Machine\)](#)

Company: AFS - Shareholder Services

Home Phone Acknowledged
 Details: Thu 04-Nov-2004 19:31:48 Acknowledged [\(Complete\)](#)

Company: AFS - Training

Home Phone Delivered
 Details: Thu 04-Nov-2004 19:31:48 Sent [\(Answering Machine\)](#)

Company: CRMC - Fund Accounting

Home Phone Delivered
 Details: Thu 04-Nov-2004 19:31:48 Sent [\(Answering Machine\)](#)

Company: AFS - Shareholder Services

Home Phone Acknowledged
 Details: Thu 04-Nov-2004 19:31:48 Acknowledged [\(Complete\)](#)

Company: AFS - Corporate Actions

Home Phone Delivered
 Details: Thu 04-Nov-2004 19:31:48 Sent [\(Answering Machine\)](#)

Company: AFS - Shareholder Services

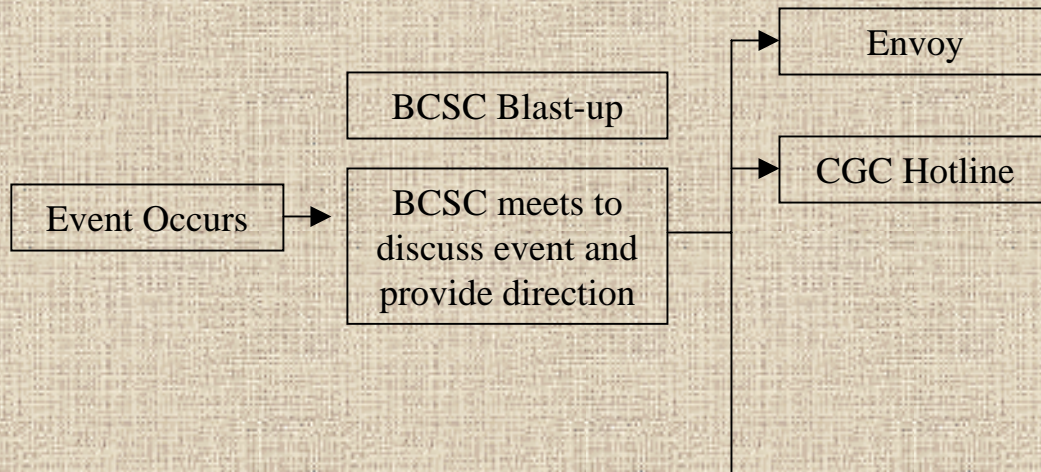
Home Phone Delivered
 Details: Thu 04-Nov-2004 19:31:48 Sent [\(Answering Machine\)](#)

Envoy – Automated Notification System: Reporting

Job ID	DRID	LoginName	RequestedTime	CompletedTime	First Name	Last Name	CompanyName	Transport Type	Address	Organization	Status
11335882	220913684	DEL_20040825171148_LRS	34:42.0	34:44.0			CIRI-US - Equity Portfolio Mgmt	Email		The Capital Group Companies	Sent
11335882	220913685	DEL_20040825171148_LALK	39:57.0	39:58.0			CRC-US - Equity Res earch Admin Asst	Email		The Capital Group Companies	Sent
11335882	220913688	DEL_20040825171148_LZM	36:21.0	36:22.0			CRC-US - Equity Res earch Analysts/X	Email		The Capital Group Companies	Sent
11335882	220913701	DEL_20040825171148_KRYM	36:20.0	36:22.0			CGTC - Marketing Support-PIM	Email		The Capital Group Companies	Sent
11335882	220913703	DEL_20040825171148_KRRM	35:04.0	35:06.0			CGC - T.A.P	Email		The Capital Group Companies	Sent
11335882	220913709	DEL_20040825171148_KMP	34:03.0	34:04.0			CIRI-US - Equity Portfolio Mgmt	Email		The Capital Group Companies	Sent
11335882	220913715	DEL_20040825171148_KLHS	36:02.0	36:03.0			CGTC - Relationship Managers-Inst	Email		The Capital Group Companies	Sent
11335882	220913721	DEL_20040825171148_KILLS	36:20.0	36:22.0			CIRI-US - US Research Support	Email		The Capital Group Companies	Sent
11335882	220913724	DEL_20040825171148_AAM	35:52.0	35:54.0			CGTC - Communication Writer	Email		The Capital Group Companies	Sent
11335882	220913730	DEL_20040825171148_WLF	35:55.0	35:55.0			CGTC - Personal Invest Counselor-PIM	Email		The Capital Group Companies	Sent
11335882	220913733	DEL_20040825171148_WJG	36:17.0	36:17.0			CRMC - Trading	Email		The Capital Group Companies	Sent
11335882	220913736	DEL_20040825171148_VHI	35:59.0	36:01.0			CRC-US - Admin Svcs-Svnr Network Svcs	Email		The Capital Group Companies	Sent
11335882	220913742	DEL_20040825171148_TB-	35:46.0	35:46.0			CIRI-US - Equity Portfolio Mgmt	Email		The Capital Group Companies	Sent
11335882	220913745	DEL_20040825171148_TAMH	39:35.0	39:37.0			CRC-US - Equity Res earch Associates	Email		The Capital Group Companies	Sent
11335882	220913748	DEL_20040825171148_SUB	43:19.0	43:20.0			CRMC - Investment Administration	Email		The Capital Group Companies	Sent
11335882	220913751	DEL_20040825171148_SMD	36:00.0	36:00.0			CRC-US - Admin Svcs-Tech/Dsktp Support	Email		The Capital Group Companies	Sent
11335882	220913760	DEL_20040825171148_SEA	36:24.0	36:25.0			CGTC - Marketing Support-PIM	Email		The Capital Group Companies	Sent
11335882	220913767	DEL_20040825171148_RRD	34:31.0	34:32.0			CGTC - Marketing Associates-Inst	Email		The Capital Group Companies	Sent
11335882	220913775	DEL_20040825171148_RKS	34:48.0	34:49.0			CRC-US - Portfolio/Research-Equity/X	Email		The Capital Group Companies	Sent
11335882	220913778	DEL_20040825171148_RGQ	39:52.0	39:53.0			CRMC - Portfolio Counselors-Equity/Y	Email		The Capital Group Companies	Sent
11335882	220913784	DEL_20040825171148_RBF	36:20.0	36:23.0			CRC-US - Office Svcs Admin/Support	Email		The Capital Group Companies	Sent
11335882	220913791	DEL_20040825171148_PFG	34:49.0	34:49.0			CRMC - Fund Administration	Email		The Capital Group Companies	Sent
11335882	220913794	DEL_20040825171148_PCC	35:44.0	35:45.0			CRMC - Investment Administration	Email		The Capital Group Companies	Sent
11335882	220913797	DEL_20040825171148_PBP	36:19.0	36:21.0			CGTC - Relationship Managers-Inst	Email		The Capital Group Companies	Sent
11335882	220913803	DEL_20040825171148_ELK	36:30.0	36:31.0			CRC-US - Equity Res earch Associates	Email		The Capital Group Companies	Sent
11335882	220913806	DEL_20040825171148_EAFM	38:53.0	38:53.0			CSR - Macroeconomics	Email		The Capital Group Companies	Sent
11335882	220913809	DEL_20040825171148_EAC	35:52.0	35:53.0			CGTC - Marketing Associates-Inst	Email		The Capital Group Companies	Sent
11335882	220913811	DEL_20040825171148_ADD	38:19.0	38:24.0			CRC-US - Equity Res earch Analysts/X	Email		The Capital Group Companies	Sent
11335882	220913818	DEL_20040825171148_DPD	35:21.0	35:22.0			CRMC - Portfolio Counselors-Equity/X	Email		The Capital Group Companies	Sent
11335882	220913820	DEL_20040825171148_DAA	34:53.0	34:54.0			CGTC - Marketing Support-Inst	Email		The Capital Group Companies	Sent
11335882	220913823	DEL_20040825171148_CZB	39:40.0	39:42.0			CRC-US - Equity Res earch Analysts/X	Email		The Capital Group Companies	Sent
11335882	220913829	DEL_20040825171148_CMK	35:20.0	35:20.0			CRMC - Portfolio/Research-Equity/Y	Email		The Capital Group Companies	Sent
11335882	220913832	DEL_20040825171148_CLCS	39:58.0	40:00.0			CRC-US - Human Resources	Email		The Capital Group Companies	Sent
11335882	220913834	DEL_20040825171148_CHF	35:10.0	35:11.0			CIRI-US - Equity Research	Email		The Capital Group Companies	Sent
11335882	220913839	DEL_20040825171148_CAF	34:57.0	34:57.0			CIRI-US - US Research Support	Email		The Capital Group Companies	Sent
11335882	220913846	DEL_20040825171148_BTR	43:19.0	43:20.0			CGTC - Personal Invest Counselor-PIM	Email		The Capital Group Companies	Sent
11335882	220913848	DEL_20040825171148_BSC	39:54.0	39:55.0			CRC-US - Equity Res earch Analysts/X	Email		The Capital Group Companies	Sent
11335882	220913850	DEL_20040825171148_BRB	38:19.0	38:19.0			CGTC - Marketing Associates-Inst	Email		The Capital Group Companies	Sent
11335882	220913867	DEL_20040825171148_APS	34:56.0	34:56.0			CGTC - Relationship Managers-Inst	Email		The Capital Group Companies	Sent
11335882	220913874	DEL_20040825171148_KER	35:00.0	35:00.0			CRMC - Investment Administration	Email		The Capital Group Companies	Sent
11335882	220913877	DEL_20040825171148_KELE	39:58.0	40:00.0			CGTC - Marketing Support-Inst	Email		The Capital Group Companies	Sent
11335882	220913880	DEL_20040825171148_KEF	37:25.0	37:26.0			CRC-US - Equity Res earch Admin Asst	Email		The Capital Group Companies	Sent
11335882	220913886	DEL_20040825171148_KARK	36:15.0	36:15.0			CRC-US - Equity Res earch Admin Asst	Email		The Capital Group Companies	Sent
11335882	220913889	DEL_20040825171148_KAMM	35:56.0	35:57.0			CRC-US - Office Svcs Admin/Support	Email		The Capital Group Companies	Sent
11335882	220913892	DEL_20040825171148_JUNA	36:05.0	36:06.0			CRC-US - Equity Res earch Analysts/Y	Email		The Capital Group Companies	Sent
11335882	220913898	DEL_20040825171148_JNYG	36:09.0	36:10.0			CGTC - Personal Invest Counselor-PIM	Email		The Capital Group Companies	Sent
11335882	220913900	DEL_20040825171148_JMK	34:57.0	34:57.0			CGTC - Investment Mgmt Support-Inst	Email		The Capital Group Companies	Sent
11335882	220913905	DEL_20040825171148_JIB	35:21.0	35:21.0			CRC-US - Equity Res earch Admin Asst	Email		The Capital Group Companies	Sent
11335882	220913908	DEL_20040825171148_JHH	36:26.0	36:28.0			CGTC - Marketing Associates-Inst	Email		The Capital Group Companies	Sent

Event Flow

Initial Notification



CGC Emergency Hotline

The screenshot shows the CGWeb homepage with a navigation bar at the top containing links for Home, Market Indices, Office Times, Site Index, and Contact Us. A search bar is also present. The main content area is divided into several sections:

- CGC Emergency Hotline numbers and safety information**: A prominent link at the top left.
- CGC news**: A section with recent news items like "Capital's global travel program consolidated" and "Tsunami relief organizations for associate donations".
- Find information... by office**: A list of office locations including Asia, Europe, North America, and others.
- by service area**: A list of service areas such as Admin Services, Finance & Accounting, Human Resources, Office Services, and Research Library.
- Personal Information Center**: A section for user-specific information and access to various systems.
- Business Tools**: A section for web resources, dictionaries, and currency converters.
- CG News Hub**: A section for office news, memos, and other internal communications.
- Contacts & Help**: A section for all offices, emergency information, and desktop support.
- Dept./Team Sites**: A section for websites of various departments and teams.
- Forms**: A section for various forms used across different offices.
- Meeting Planning**: A section for meeting calls and scheduling.

The screenshot shows a browser window titled "CGC Emergency Hotline numbers and safety information". The page content includes:

CGC Emergency Hotline numbers and safety information

If an emergency occurs that affects the operations at any of our offices, the applicable Emergency Hotline(s) will be updated with information about the situation, as well as guidance for associates at that site.

If you are calling from...	Dial...
inside the US	800/421-3088
outside the US	210/474-4202 or 757/670-4700
England and Switzerland	00800-2274-8253
other European countries	+44 (0)207-430-9161
Hong Kong	+65-6437-0416
Singapore	+852-2842-1009
Tokyo	CIKK +65-6437-0661 x70417 CIRI +65-6437-0661 x83321 CRC +65-6437-0661 x83359

Local emergency numbers

[ATO](#), [BRO](#), [CHO](#), [DCO](#), [GVO](#), [HKO](#), [HRO](#), [IND](#), [LAO](#), [LAOW](#), [LDO](#), [MTO](#), [NYO](#), [RNO](#), [SFO](#), [SIO](#), [SNO](#), [TKO](#), [TNO](#)

Business Continuity

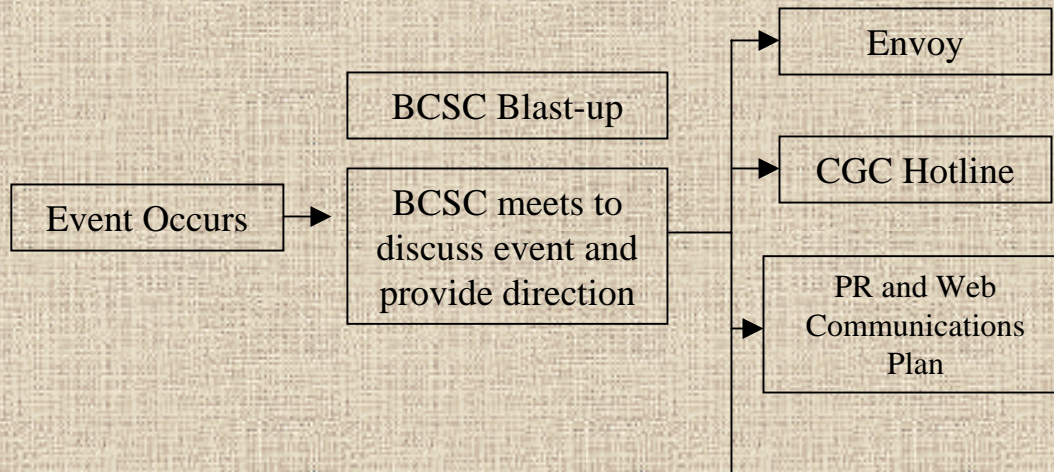
- [Business Continuity Team website](#) (contacts and general information)
- [Response Team application](#) (designated associates only)

Safety

- [Emergency, Safety & Security page](#) (US offices)
- [Security access procedures](#) (all offices)

Event Flow

Initial Notification



Public Relations (PR) and Web Communications Plan

Address  http://www.capgroup.com/

 **Capital Group™**
Companies

capgroup.com

[Home Page](#)

[Global Institutional Investment Services](#)

[U.S. Mutual Funds](#)

[Mutual Funds for Canadian Investors](#)

[Investment Funds for European Investors](#)

[Personal Investment Management](#)


[Global Private Equity](#)



[Our History](#)

[Employment](#)

[New to the Site?](#)



[Our History](#)

[Employment](#)


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[Important Legal Information](#)

PIN Access

[Forgot your PIN?](#)

Visit our U.S. Mutual Funds website

 American Funds

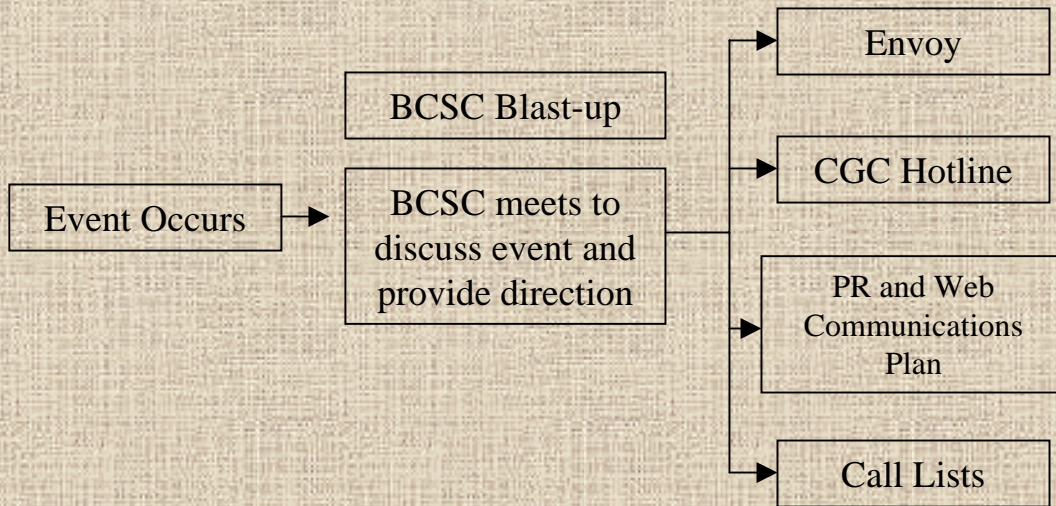
The Capital Group Companies closed its New York and Toronto offices on August 15 due to the power failure affecting portions of the United States and Canada. This situation has not disrupted services to our shareholders or financial advisers nor affected any other North American operations.

Public Relations (PR) and Web Communications Plan

The screenshot shows the homepage of Capital International Funds. At the top, there is a navigation bar with a search box and the address: http://www.capitalinternationalfunds.com/servlet/ContentServer?pagename=cif/europe/inv/page&assetName=EEU_InvHomepage. Below the navigation bar, the Capital International Funds logo is on the left, and links for Home, Site Index, Site Map, and Contact Us are on the right. A secondary navigation bar contains links for About CIF, Fund information, Investment views, and Literature. The main header features the company name "Capital International Funds" and regional links for Europe and Canada. A large banner image shows a group of people in a meeting. To the left of the banner is a "Select language" dropdown menu set to "English" and an "Adviser login" section with fields for "Login name" and "Password", a "Login" button, and links for "Remember details", "Forgotten your password?", and "New users". Below the banner, a main text block states: "Capital International Funds is part of The Capital Group Companies, an independent global investment management organisation with over 70 years of experience managing money for individuals and institutions. Investment management is our only business." This is followed by a sub-section: "We offer a range of funds for individual investors in Europe." and a "Business update" regarding the London transportation explosions on July 7. At the bottom, there are two columns: "Fund information" with a link to "Daily prices for all funds" and a dropdown menu to "select a fund"; and "Investment view" with text about currency impact and a "More" link. The footer contains the text "The Capital Group Companies" and a list of subsidiaries: Capital International, Capital Guardian, Capital Research and Management, Capital Fines, and Capital American Funds.

Event Flow

Initial Notification



Business Continuity Call List



BUSINESS CONTINUITY (BC) CALL LIST

Should a business disrupting event occur, business related information such as departmental relocation instructions, temporary work release permission, status reports or other relevant workplace information, will be communicated via this BC Call List. You are responsible for keeping this list accessible at all times.

Call Initiator and/or Alternate Initiator:

1. Activate this list upon communication from your Business Continuity Steering Committee (BCSC) Member.
2. Call the associates listed on this BC Call List and report the results back to your BCSC Member.
 - a. If necessary, leave a message and proceed to the next person in the group.
 - b. Associates with designated roles in their Business Continuity Plan should delegate subsequent calls to the first associate contacted in their designated BC Call List group. All associates who make calls must report their results back to the Call Initiator.
 - c. Report back to the BC Manager the name and initials of all associates you are unable to account for.

In the event of a business interruption:

1. Call the CGC Emergency Hotline at 800/421-3088 (from outside the US dial +1) as well as any other hotline listed under the "Information Only" or "Department/Site Hotline" section located on this BC Call List. To listen to a message that has been recorded on a department or site hotline:
 - a. Dial the 800-number listed under the "Information Only" or "Department/Site Hotline" section of this BC Call List.
 - b. You will hear an announcement welcoming you to the Capital Group Call Processing System.
 - c. Choose option 2 (which is to leave a phonemail message). Enter the extension number followed by #.
 - d. An announcement will confirm the hotline name and extension. If this is correct, push #.
 - e. You will then hear the recorded message. If you do not hear a recorded message and the system asks you to leave a message at the tone, a message has not yet been recorded. Check back at a later time.

2. Site Managers (except ITG Site Managers) and managers of departments relocating to a recovery site must contact the BC Team:

BC Team Manager:
BC Team Supervisor

All ITG Site Managers, Managers, Supervisors or Alternates should call the BC Team and leave a voice mail message with the following detail:

- a. Team Name
- b. Manager, Supervisor or Alternate's initials and contact number
- c. Initials and contact numbers of associates relocating to: 1. CGC Site 2. Home 3. SunGard (to setup/support or provide production support)

3. Monitor Emergency Alert Stations:

ATO: WSTR 94.1 FM and WAGA-TV Channel 5	LAO-W: KNX 1070 AM and KCBS-TV Channel 2
BRQ: KNX 1070 AM and KCBS-TV Channel 2	MTO: CICQ 940 AM and CFCF TV Channel 12
CHO: WBMM-CBS 780 AM and WBMM-CBS-TV Channel 2	NYO: WCBS 101.0 FM and TV Channel NBC
DCO: WTOP 1500 AM/107.7 FM and WUSA-TV Channel 9	PHO: KMXF 96.9 FM and KPXX TV Channel 12
HRO: WGH 970 AM/FM, 94.9 FM and WVEC-TV Channel 13	RNO: KOH 780 AM and TV Channels 2, 4 and 8
IND: WNDE 1260 AM, 103 FM and WTHR-TV Channel 13	SFO: KCBS 740 AM and KPXX-TV Channel 5
LAG: KNX 1070 AM and KCBS-TV Channel 2	SNO: WOAI 1200 AM and KENS-TV Channel 5

Note:

1. Please ensure all telephone numbers and changes are updated in PeopleSoft Self Service immediately.
2. If you are unable to access the SkyPager system, from a pay phone you must dial 1-800-421-3088.
3. The + symbol denotes your country's international access code. This code can be obtained from the CGC telephone directory, your local phone company directory or the operator can assist you in placing international calls.

CGC Emergency Hotline: 1

CGC Emergency Hotline from outside the US:

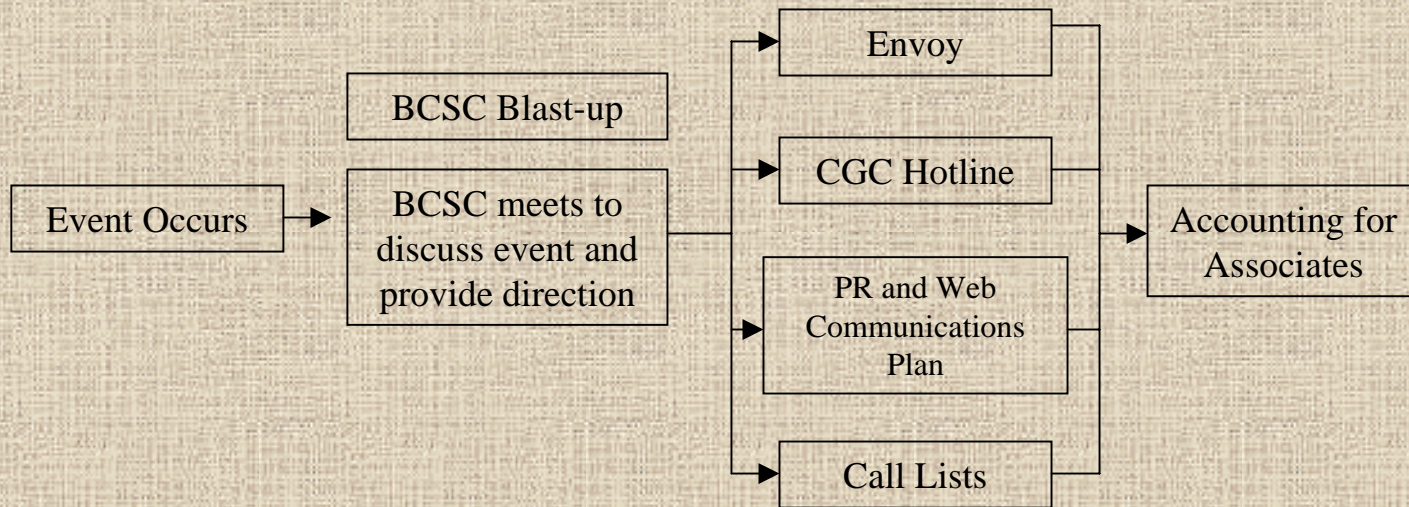
Confidential - The Capital Group Companies



	Home	Work	Cellular	Fax	Other	BlackBerry
Call Initiator						
Alternate Initiator						
Department/Site Hotline						
Information Only						

Event Flow

Initial Notification



Accounting for Associates – Data Entry

Emergency Accounting for Associates System



Initials:
First Name*: Last Name*:

Associate Accounted for? Check if Yes

Manager Initials:

Associate Site:

Building/Floor:

Current Contact Address: Home? Yes No

Address:

City:

State:

Zip:

Contact Phone# (Next 48 Hours):

Alternate:

Contact Phone# (After 48 Hours):

Alternate:

Currently Available for Work?: Yes No

Additional Pertinent Information(comments):

Inquiry Information

Name:	Relationship:	Phone Number:	Comments:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

* Required fields

Accounting for Associates – Reporting

Contacted Associates, Contractors, and Temp-Hourly

7/2/2003

Site:

Company:

Department

Secondary Reviewer:

Primary Reviewer:

Initials	Name	Contact Address	Contact Phone (Next 48Hours)	Contact Phone (After 48Hours)	Available for Work?	Additional Informatio	Inquiry
Total		_____					

Site:

Company:

Department

Secondary Reviewer:

Primary Reviewer:

Initials	Name	Contact Address	Contact Phone (Next 48Hours)	Contact Phone (After 48Hours)	Available for Work?	Additional Informatio	Inquiry
Total		_____					

Grand Total:

CONFIDENTIAL - Please maintain until advised by BC/DR Steering Committee

Event Flow

Initial Notification

Additional Information

