

Exhibit D

Summary of Disaster Recovery Plan

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MANUAL: Overview

Manual

Overview

This *Zurich Technology Services Disaster Recovery Contingency Document* is used as a reference guide in the event of a Zurich Technology Services (ZTS) data processing disaster.

A disaster is defined as follows:

- any occurrence which makes it necessary to consider the transfer of ZTS operations to an alternate site
- any occurrence which results in the need to recover any data processing related system from information stored offsite

All disaster management staff participating in disaster recovery, as well as corporate management and staff, must be aware of the ramifications involved in the recovery process in a declared disaster situation.

Declared disaster situations are divided into the following three categories:

- those caused by people, such as deliberate sabotage
- those caused by nature, such as flood or storm damage
- those caused by accidents, such as fire, explosion, equipment failure, or other disaster

Recipients' Responsibilities

ZTS staff members with responsibilities for disaster recovery are encouraged to review the entire document to understand how their duties complement the total recovery process.

This guide should be kept at home to prevent its destruction and to ensure that it will be readily available for a declared data center disaster.

MANUAL: Overview

Maintenance Information

This document and contents are the responsibility of the senior vice president, ZTS operations and will be updated quarterly.

If a change is necessary, please contact Mike Wenc (605-3334), ZTS. Document changes will be drafted and reviewed by the ZTS disaster management team. The appropriate changes will be made and updated copies will be distributed to the authorized distribution list.

Maintenance of this manual is the responsibility of the ZTS DR Coordinator. After all changes are complete, the new version of the manual will be sent to registered manual holders under cover of an update notice. File the update notice behind the Update Notice tab in the manual for future reference. Previous versions must be returned to the DR Coordinator for destruction.

MANUAL: Distribution

Distribution Information

To change the distribution list, contact Bob Vega (605-7759), ZTS.

This document is **confidential** and is intended for use by Zurich personnel only.

The following information identifies the most current release date of the document, those authorized to receive a copy, and the version contents.

Release date: 03/30/2000

Number produced: 36

Distribution List

The guide will be distributed as follows:

- Offsite Storage Box M-01 (3 copies), 1-A, 2-A, 3-A
- Offsite Storage Box M-02 (1 copy), 4-A
- Arimura, Brian (1 copy), 5-A
- Beese, Art (1 copy), 6-A
- Brady, Larry (1 copy), 7-A
- Brandon, Jeff (1 copy), 8-A
- Ferris, Lance (Zurich U.S. Risk Manager) (1 copy), 9-A
- Gingue, Denis (1 copy), 10-A
- Goodwin, Donna (1 copy), 11-A
- Hill Herb, (1 copy), 12-A
- McPhillips, Scott (1 copy), 13-A
- Price, Dan (1 copy), 14-A
- Riddehough, Ron (1 copy), 15-A
- Roper, Joe (1 copy), 16-A
- Rybicki, Larry (1 copy), 17-A
- Saul, David (1 copy), 18-A
- Slawinski, Ed (1 copy), 19-A
- Smith, Greg (1 copy), 20-A
- Smith, Mary (1 copy), 21-A
- Smith, Rusty (1 copy), 22-A
- Smith, Stacy (1 copy), 23-A
- Smith, Steve, (1 copy), 24-A
- Taylor, Howard (1 copy), 25-A

MANUAL: Distribution

- Vega, Bob (1 copy), 26-A
- Wenc, Mike (1 copy), 27-A
- Wille, Tom (1 copy), 28-A
- Wisniewski, Ginny (1 copy), 29-A
- Asala, Ron (ZUS Schaumburg) (1 copy), 1-B
- Bond, Tom (ZUS Baltimore) (1 copy), 2-B
- Cox, Israel (Farmers Baltimore) (1 copy), 3-B
- Eckert, Hal (Internal Audit), (1 copy), 4-B
- Fenstermann, Russ (UUG), (1 copy), 5-B
- Fisher, Wayne (Risk Management) (1 copy), 6-B
- Gray, Forest (F&D) (1 copy), 7-B

Version/Contents

Following is a list of the manual versions and the contents of each:

Version	Contents
---------	----------

- | | |
|---|--------------------------------------------------------------------------------------------------------------------------------------------|
| A | Contains all information |
| B | Contains all information <i>except</i> the ZTS personnel list, software inventory, hardware inventory, and WAN infrastructure information. |

ASSUMPTIONS

Assumptions

Certain assumptions must be made when using the information provided in this guide.

- In the event of a total data center disaster, it will not be possible to provide the same level of data processing support to the client companies as is normally provided. Only critical processing, essential to the survival of the business, will be given priority. All nonessential work, developmental work, and program testing will temporarily cease.
- Disasters are usually characterized by a high degree of uncertainty. The recovery plan must provide enough latitude so that management may judge individual circumstances and should not attempt to provide a precise recovery scenario. The plan should be precise enough to provide guidance in the restoration of data processing services, yet flexible enough to allow management to deal with unforeseen events.
- This document addresses only disasters occurring to Zurich Technology Services in Schaumburg (Zurich U.S.). The plan is not intended to provide guidance for client company or branch office disasters. Those are coordinated through the client company disaster recovery coordinator or corporate risk manager.
- Certain disasters may destroy the administrative Head Office, but this document will only address the restoration of the data processing center and related resources

MANAGEMENT TEAM

Management Team

Contact List

Title	Contact	Position
Regional CIO, Zurich U.S.	David Saul	Technology Services Division
CTO, ZTS	Denis Gingue	Zurich Technology Services
ZUS Corporate Risk Manager	Lance Ferris	Zurich U.S. Primary corporate contact
ZUS Risk Management Director	Wayne Fisher	Zurich U.S. Alternate corporate contact
Director 1	Mike Wenc	ZTS Operations
Director 2	Ron Riddehough	ZTS Systems Support
Director 3	Brian Arimura	ZTS Software Systems Engineering
Director 4	Scott McPhillips	ZTS SAP & UNIX
Manager 1	Jeff Brandon	ZTS Media Management
Manager 3	Dan Price	ZTS Financial Services
Manager 4	Joe Roper	ZTS Scheduling Services
Manager 5	Ed Slawinski	ZTS Operations/third shift
Manager 6	Greg Smith	ZTS SAP & UNIX
Manager 7	Rusty Smith	ZTS Transaction Processing Support
Manager 8	Stacy Smith	ZTS Temporary Assignment (Canada)
Manager 9	Howard Taylor	ZTS Automated Operations & Operations/first shift
Manager 10	Ginny Wisniewski	ZTS Systems Management
Supervisor 1	Art Beese	ZTS Tape Management
Supervisor 2	Larry A. Brady	ZTS DASD Management
Supervisor 3	Donna Goodwin	ZTS Client Services
Supervisor 4	Herb Hill	ZTS Operations/second shift
Supervisor 5	Larry Rybicki	ZTS Security
Supervisor 6	Steve Smith	ZTS Scheduling
Supervisor 7	Tom Wille	ZTS Output Distribution

Responsibilities

The primary responsibility of the disaster recovery management team is to provide overall direction to recover critical business systems and restore data processing operations.

MANAGEMENT TEAM

The following managers are authorized to declare a disaster:

Primary manager: CTO, ZTS — Denis Gingue
Regional CIO, TSD — Dave Saul

Alternate managers: director — Mike Wenc
director — Ron Riddehough
director — Brian Arimura
director — Scott McPhillips
manager — Dan Price

If none of the managers is available, contact the corporate risk manager. If he is not available, contact the alternate:

Corporate Risk Manager: Lance Ferris

Alternate Risk Manager: Wayne Fisher

If a disaster occurs during the business day, senior management will designate the disaster recovery manager from the team list.

If the disaster occurs outside business hours while there is an operations shift on duty, the shift manager/supervisor will contact director 1, director 2, or director 3 who will be responsible for contacting the management team.

CALL TREE

Call Tree

(Part of this Section is Not included for Security Reasons)

It is impossible to predict who will be initiating this call tree if a disaster is declared. Phone numbers are all listed in Appendix 2, in the ZTS personnel list. Whoever is starting this calling process should call the following people, making sure you talk personally to at least two of them:

Denis Gingue

Mike Wenc

Ron Riddehough

Brian Arimura

Scott McPhillips

Dan Price

Lance Ferris

David Saul

Each of these managers should then contact his direct line of reports and make sure they are responsible for informing everyone who needs to be notified.

HOTSITE: Command Center

Hotsite (SunGard)

(This Section is Not included for Security Reasons)

Activation

Hotsite activation will only occur with a formal declaration of a disaster. Prior to the actual disaster declaration, an alert may be issued to SunGard for possible hotsite use.

An alert gives the SunGard hotsite an opportunity to begin preparing for the crisis processing that may be necessary. It also encourages early communication between the hotsite and Zurich U.S./ZTS personnel. An alert can be issued by any member of the ZTS disaster recovery management team.

Command Center

The ZTS disaster recovery management team is coordinated to meet at a command center location if the Zurich Tower location is not available for use. Each of the command center locations will be used as office area for the initial activity at disaster recovery response. These offices are available for a limited period of time.

The following services are available in the offices:

- telephone
- FAX transmission
- photocopy
- basic office supplies

Only the people that are needed as part of the disaster recovery management team should be in the command center. The command center locations and contacts are as follows:

HOTSITE: Command Center

OFFSITE STORAGE: Material Retrieval

Offsite Storage (Arcus)

(This Section is Not included for Security Reasons)

Documentation Boxes

Material Retrieval

Only selected personnel are authorized contacts for the offsite storage facilities. In a disaster, these people should be contacted immediately to expedite the recovery of resources stored at the offsite facilities. Each offsite account has special arrangements which are unique to that account.

Information or data from an offsite location must be requested by an authorized contact person. Contact the offsite storage manager for retrieval information.

The offsite storage team consists of the offsite storage manager and the tape librarians. Others may be assigned to this team as needed.

ZTS Management Contacts

The following management personnel are the primary contacts for each disaster recovery team. It is their function to coordinate the retrieval of any materials or resources required to recover a system during a disaster. They are also responsible for planning and scheduling file use and return in the resumption of processing after a disaster.

Primary contact:	ZTS director — Mike Wenc
Alternate contact:	ZTS manager — Stacy Smith
(contact in sequence)	ZTS manager — Ed Slawinski
	ZTS supervisor — Herb Hill

Tape librarians will assist management in identifying location and availability of files and material needed for recovery.

Tape librarians:

Primary contact:	tape library supervisor—Art Beese
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RECOVERY TEAM: Command Center/Hotsite Activation

Alternate contacts:

tape librarian 1—Connie Weisseg
tape librarian 2—Karen Bonz
output distribution—Tom Wille

CLIENT COMPANY CONTACTS

Arcus Facilities

This topic contains information regarding the offsite storage facilities, including contact lists and an inventory summary for each location. Certain confidential information will be included in the document distributed only to authorized personnel. For security reasons, some material may be intentionally omitted.

Regular verification audits of the offsite facilities and contents will be conducted and a report issued. The audits for inventory and offsite facility review will be conducted by designated, authorized individuals specified later in this topic.

A formal request must be made for changes in the security authorization for a site. The request should specify the changes to be made, the sites involved, include the signatures of those authorizing the changes, and the signature of the recipient of the security authorization change (if applicable).

Arcus Sites

Unscheduled visits are not permitted to these sites.

*** (Not included for Security Reasons)**

Inventory Summary

The inventory stored at these sites includes:

- Three full cycles of DASD full-pack volume backups (backups are taken on Saturday/Sunday and sent offsite on Tuesday).
- All DASD volumes including production, TSO, work packs, and operating system volumes are included. Backups are performed on Saturday/Sunday and sent offsite on Tuesday morning.
- Weekly list of implemented changes.
- Hard copy inventory, by dataset name and volser, is included.

Accounts Notes Servers backup tapes offsite every Tuesday which come back about two weeks later.

CLIENT COMPANY CONTACTS

Handling LAN Backup Tapes

The Zurich U.S. ZTServices tape library is used as a primary offsite storage location for field office LAN tape backups. The material is stored for approximately three weeks. The ZTServices tape library serves as a collection/return point for Zurich LAN backup tapes. The tape cartridges are stored offsite as shown later in this topic.

TLMS Location Codes

(This Section is Not included for Security Reasons)

Following is a list of descriptions for the TLMS location codes for each client company.

* (Not included for Security Reasons)

Client Company Contacts

(This Section is Not included for Security Reasons)

The following people have been identified as the client company contacts for disaster recovery.

* (Not included for Security Reasons)

RECOVERY PLAN

Recovery Plan

This recovery plan is to be used if an impairment to the functioning of the primary data processing site for Zurich/ZTS operations has occurred. This plan begins when a message identifying impaired functioning has been received by a member of the ZTS operations disaster recovery management team.

Roles and Responsibilities

Activities Log Manager—This person should maintain a regular log, or set of notes, on the recovery actions taken. The chronicle of events should include such particulars as time/date, person(s) involved, task/assignment, and results. Since the log will be used for post-recovery reviews, it must be objective, and the log manager should refrain from entering subjective comments or remarks.

Time	Recovery Manager	Processing Manager	Offsite Storage Manager
Objective: Notify Necessary ZTS and Corporate Contacts			
0-2 hrs	R1. Contact corporate risk manager. A. Alert him of your present location. B. Tell him what you know about the disaster and current status. C. Learn from him what has been done by others. D. Identify: + status of Tower I/II + status of fire & police contacts + plans for release of information		
0-2 hrs	R2. Contact command center and establish operations.		
0-2 hrs	R3. Contact and assemble the disaster recovery management team at the command center.		
0-2 hrs	R4. Alert client company contacts of emergency situation. + confirm contact location(s) + identify time frames involved for situation status to be developed.		
0-2 hrs	R5. Designate- A. Offsite processing manager B. Offsite storage manager C. recorder D. financial coordinator, and advise		

RECOVERY PLAN

Time	Recovery Manager	Processing Manager	Offsite Storage Manager
	them of situation.		
2-6 hrs	<p>R6. Assess emergency situation.</p> <p>A. If not done already, designate an on-site observer for a continuing report on the disaster site.</p> <p>B. From available information, determine status of:</p> <ul style="list-style-type: none"> + HO ZTS + hardcopy reference material + network processing 	<p>P1. Contact designated hot-site contact. Alert them to disaster potential and possible emergency processing</p> <p>P2. Notify disaster recovery manager of contact results and any conditions for emergency processing availability.</p>	<p>S1. Contact offsite storage contacts and alert them to possible use. Request inventory be located for audit to confirm material stored offsite</p> <p>S2. Advise disaster recovery manager of status of backup material stored offsite and any time frames for material being available.</p>
Objective: Initial Assessment			
4-8 hrs	<p>R7. Meet with the disaster recovery management team to review:</p> <p>A. Disaster status information received from the corporate risk manager.</p> <p>B. information gathered by you and the team members.</p>		
4-8 hrs	<p>R8. Determine if hot-site processing needs to be requested.</p> <p>A. If it is needed:</p> <ul style="list-style-type: none"> + Contact the designated person to have the necessary declaration made. + Contact the offsite processing manager and the offsite storage manager and have preparations and time frames for recovery processing started. <p>B. If a decision regarding hot-site processing cannot be made, schedule a meeting when a decision will be discussed again.</p>		
4-8 hrs	<p>R9. Notify corporate risk manager and client company contacts of plans, actions taken, and decisions made.</p>		
Objective: Assign Responsibilities			
8-10 hrs	<p>R10. Assign the following necessary duties:</p> <ul style="list-style-type: none"> A. Assess damage to files and material stored at HO B. Define need for ZTS LAN support C. Assess status of network & branch communications support D. Establish regular communication with the following: 		

RECOVERY PLAN

Time	Recovery Manager	Processing Manager	Offsite Storage Manager
	<ul style="list-style-type: none"> + corporate risk manager + processing manager + offsite storage manager + client company contacts 		
8-10 hrs	R11. Designate an alternate recovery manager.	P3. Designate an alternate processing manager.	S3. Designate an alternate offsite storage manager.
Objective: Begin Hotsite Processing			
8-12 hrs		P4. When notice is received that hotsite processing will be used, <ul style="list-style-type: none"> A. establish contact with hotsite liaison team and determine when hotsite will be available. B. establish contact the critical system recovery teams and alert them as to where and when to assemble. C. work with client company contacts on restoration priorities of critical systems and files for when the operating environment restored. 	S4. When notice is received that hotsite processing will be used, confirm contacts with the people designated for offsite storage file retrieval. <ul style="list-style-type: none"> A. Are there any discrepancies with offsite storage material? B. What time frames need to be considered in having files travel from storage to the hotsite and racked, ready for use? C. Make sure copies of audited inventory material are available at command center and transported with tape files.
Objective: Turnover to Replacement Staff			
10-12 hrs	R12. Hold a turnover meeting with alternate management team. Include for review: <ul style="list-style-type: none"> A. current status of all outstanding assignments B. plans for the next 48 hours C. composition of the next shift of people assigned for disaster recovery activity D. arrangements for contacting relief personnel 		
Objective: Develop Long-term Recovery Schedules and Plans			
12-24 hrs	R13. Begin developing plans for return to normal processing environment. Identify remaining needs and resources. <ul style="list-style-type: none"> A. status of files and material from Tower VII B. end user computing support C. network communications 	P6. Develop priority processing needs for non-critical systems with client company contacts.	S6. Develop offsite file needs for recovery of noncritical systems. <ul style="list-style-type: none"> A. Work with client company contacts. B. Provide copies of file inventory information to client company contacts.
24-36 hrs	R14. Establish a schedule for	P7. Based on planning	S7. Develop plan for backup

RECOVERY PLAN

Time	Recovery Manager	Processing Manager	Offsite Storage Manager
	restoration of remaining noncritical processing. A. develop planning for restoring processing at Tower I/II site or local interim site B. identify staffing needs.	completed for restoration of necessary business functions, coordinate with hot site team for transition of processing to interim site or the return to the Tower I/II ZTS location. A. coordinate with client company contact	of necessary file material and identify file material needed for restoration of normal processing. A. coordinate with client company contact B. develop transition of file backup and recovery from hot site to local processing site vendors
24-36 hrs	R15. Make arrangements for recovery personnel support. A. transportation B. housing C. food D. financial resources		
24-36 hrs	R16. Have financial coordinator arrange purchase contacts with vendors.		
24-36 hrs	R17. Notify corporate risk manager of plans for restoring processing capability after hot site processing is discontinued.		

RECOVERY PLAN

Task Chart and Monitor

Time from Start	Event	Completed Date/Time	Initials
A. Notify Necessary ZTS and Corporate Contacts			
0-2 hours	R1	_____	_____
0-2 hours	R2	_____	_____
0-2 hours	R3	_____	_____
0-2 hours	R4	_____	_____
0-2 hours	R5	_____	_____
2-6 hours	P1	_____	_____
2-6 hours	P2	_____	_____
2-6 hours	S1	_____	_____
2-6 hours	S2	_____	_____
2-6 hours	R6	_____	_____
B. Initial Assessment			
4-8 hours	R7	_____	_____
4-8 hours	R8	_____	_____
4-8 hours	R9	_____	_____
C. Assign Responsibilities			
8-12 hours	R10	_____	_____
8-12 hours	R11	_____	_____
8-12 hours	S3	_____	_____
8-12 hours	P3	_____	_____

RECOVERY PLAN

Time from Start	Event	Completed Date/Time	Initials
D. Begin Hotsite Processing			
8-12 hours	S4	_____	_____
8-12 hours	P4	_____	_____
10-12 hours	S5	_____	_____
10-12 hours	P5	_____	_____
E. Turnover to Replacement Staff			
10-12 hours	R12	_____	_____
F. Develop Long-term Recovery Schedules and Plans			
12-24 hours	R13	_____	_____
12-24 hours	S6	_____	_____
12-24 hours	P6	_____	_____
24-36 hours	S7	_____	_____
24-36 hours	P7	_____	_____
24-36 hours	R14	_____	_____
24-36 hours	R15	_____	_____
24-36 hours	R16	_____	_____
24-36 hours	R17	_____	_____

TRAVEL/HOUSING ARRANGEMENTS

Travel/Housing Arrangements

Travel Arrangements

All reservations should be made through Zurich Travel Services. During business hours, (07:30 ~ 18:30 CST) travel can be contacted at (847) 413-5966.

After hours and on weekends, American Express One should be contacted at (800) 568-6359.

The contacts for Zurich U.S. and American Express One are as follows. Use these contacts for travel and housing.

Megan Carmody
Zurich U.S./Transportation Manager
1400 American Lane, Schaumburg, IL 60196
megan.carmody@zurichus.com
Phone: (847) 605-6608
Fax: (847) 605-3229

Kristen Gutierrez
American Express One/Operation Team Leader
1400 American Lane, Schaumburg, IL 60196
kristen.gutierrez@zurichus.com
Phone: (630) 980-1559
Fax: (630) 351-7003

Debby Ruff
American Express One/Onsite Coordinator
1400 American Lane, Schaumburg, IL 60196
debby.ruff@zurichus.com
Phone: (847) 605-7512
Fax: (847) 605-3229

TRAVEL/HOUSING ARRANGEMENTS

Temporary Housing Arrangements

Situations may arise when the staff for ZTS operations may need temporary housing. In such a situation, the operations shift manager must determine if emergency housing arrangements should be made.

The following Schaumburg area hotels are available to temporarily house ZTS employees:

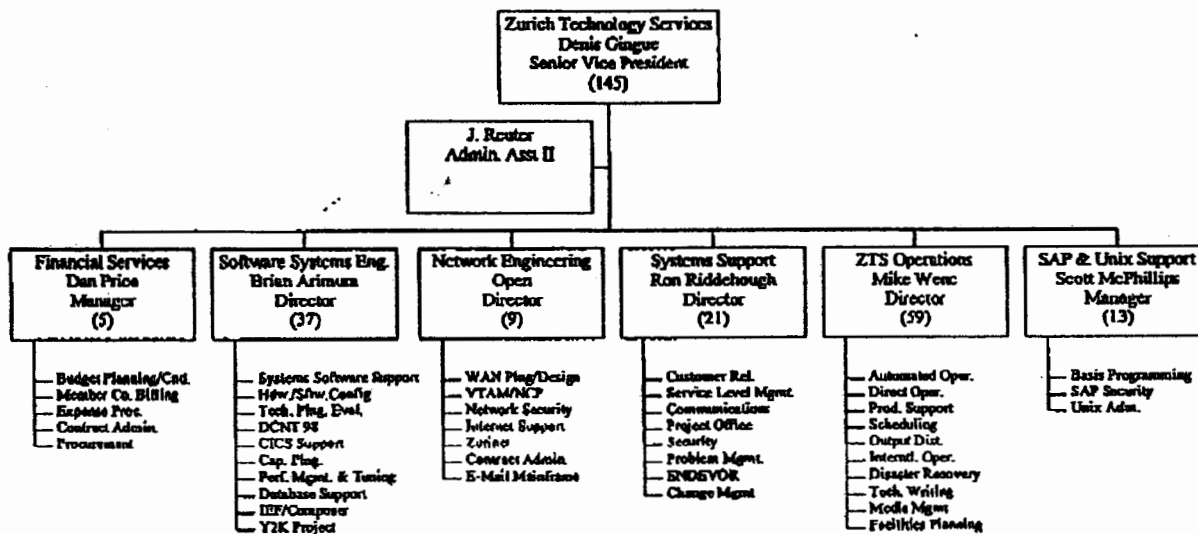
- | | |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 1. Wyndham Garden Schaumburg
800 North National Parkway
Schaumburg, IL 60173
(847) 605-9222 | 2. Homewood Suites
815 East American Lane
Schaumburg, IL 60173
(847) 605-0400 |
| 3. Hyatt Regency Woodfield
1800 East Golf Road
Schaumburg, IL 60173
(847) 605-1234 | 4. Holiday Inn
1550 N. Roselle Rd.
Schaumburg, IL 60195
(847) 310-0500 |
| 5. AmeriSuites
1851 McConnor Parkway
Schaumburg, IL 60173
(847) 330-1060 | 6. Hampton Inn
1300 East Higgins Road
Schaumburg, IL 60173
(847) 619-1000 |

APPENDIX 1: ZTS Organization Charts

Appendixes

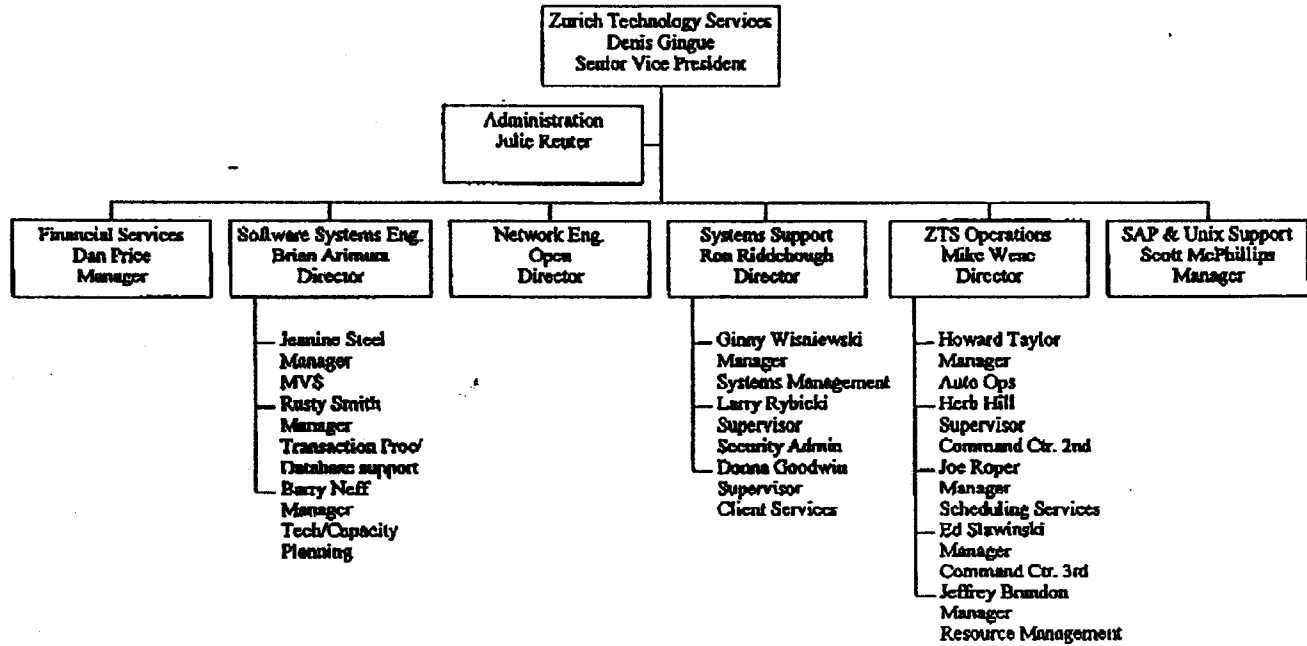
ZTS Organization Charts

Figure 1
ZTS Functional Organization



APPENDIX 1: ZTS Organization Charts

**Figure 2
ZTS Management Organization**



APPENDIX 1: ZTS Organization Charts

Figure 3
ZTS Operations (Page 1)

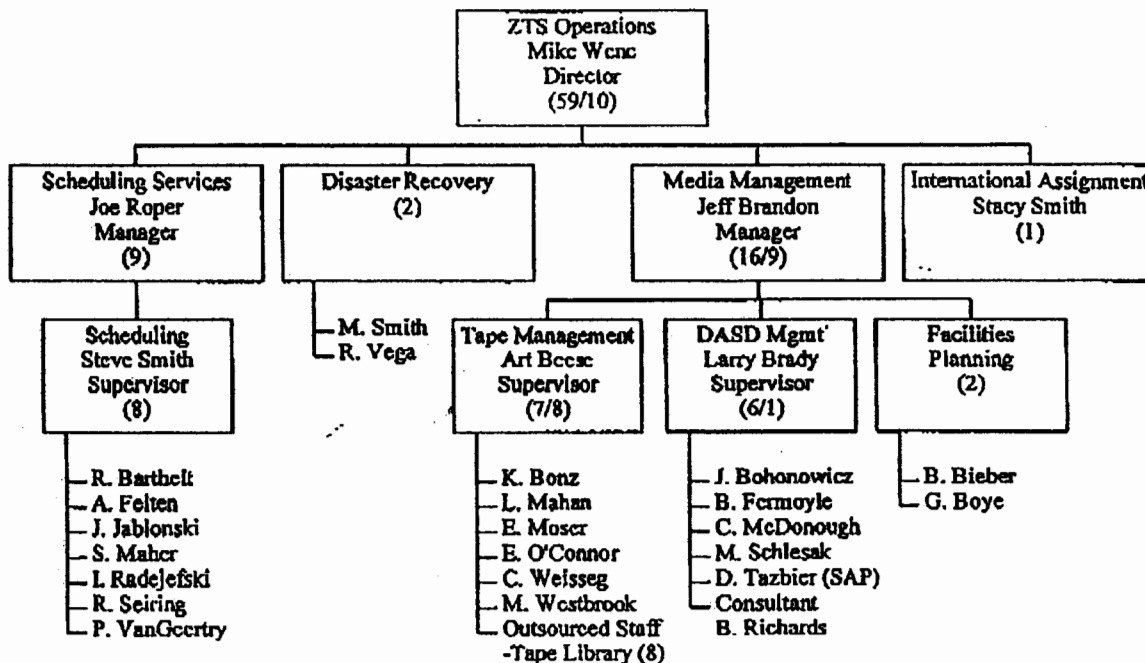
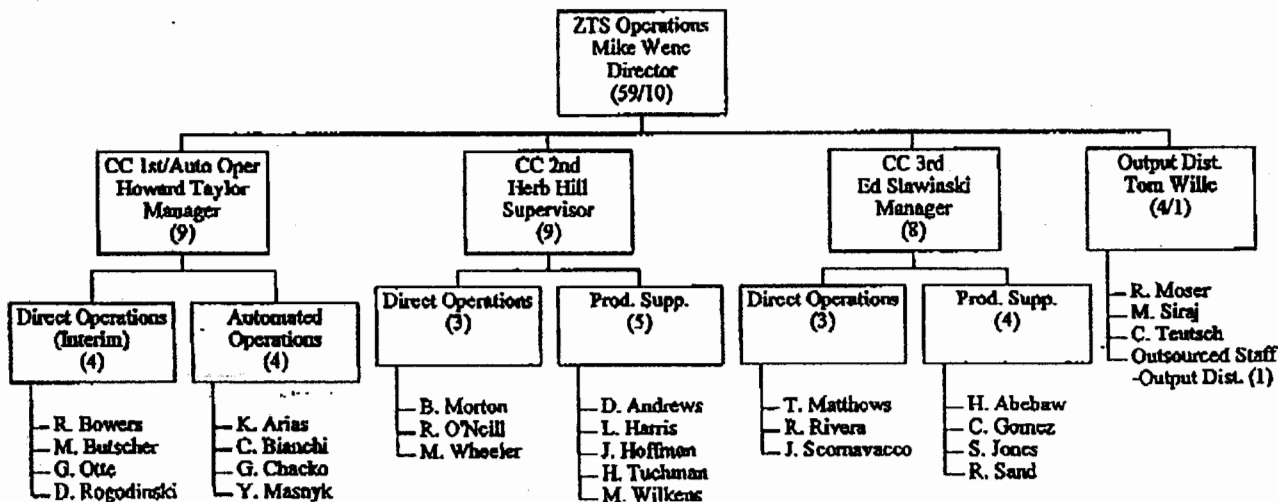


Figure 4
ZTS Operations (Page 2)



APPENDIX 1: ZTS Organization Charts

Figure 5
ZTS Technical Architecture (Page 1)

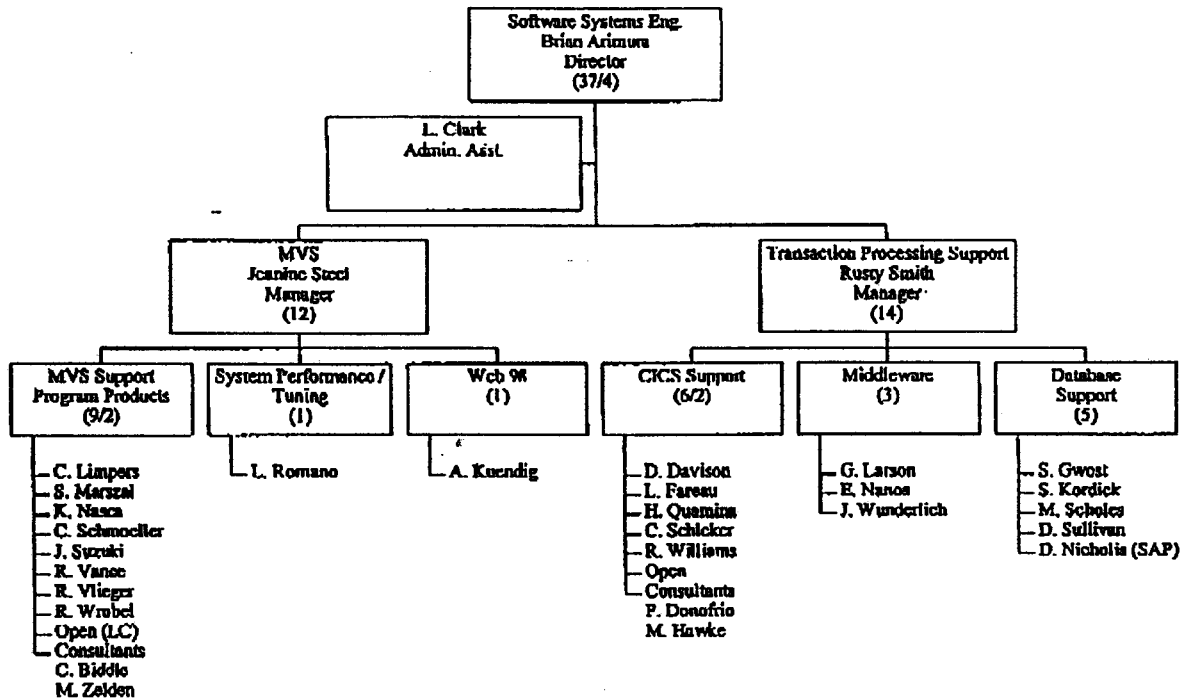
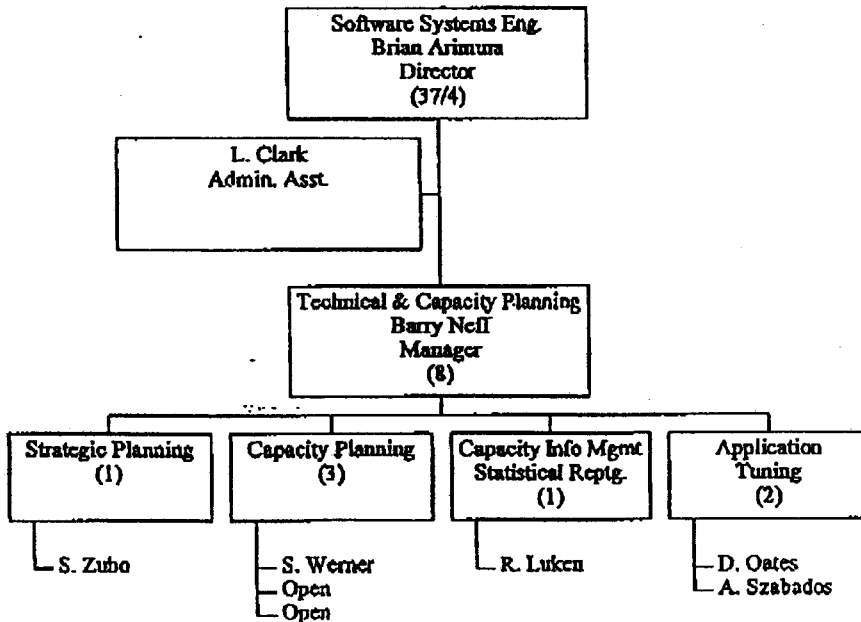


Figure 6
ZTS Technical Architecture (Page 2)



APPENDIX 1: ZTS Organization Charts

Figure 7
ZTS Systems Support

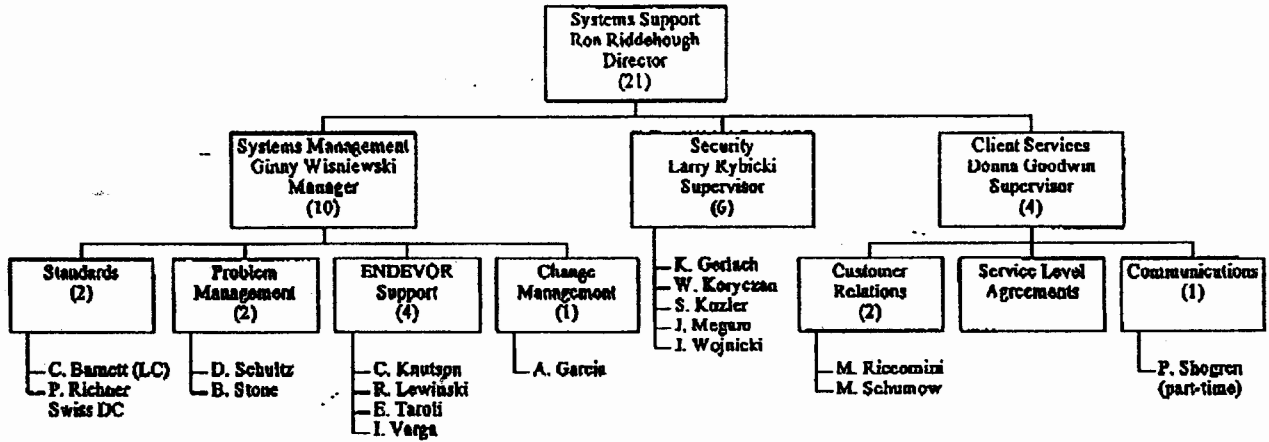
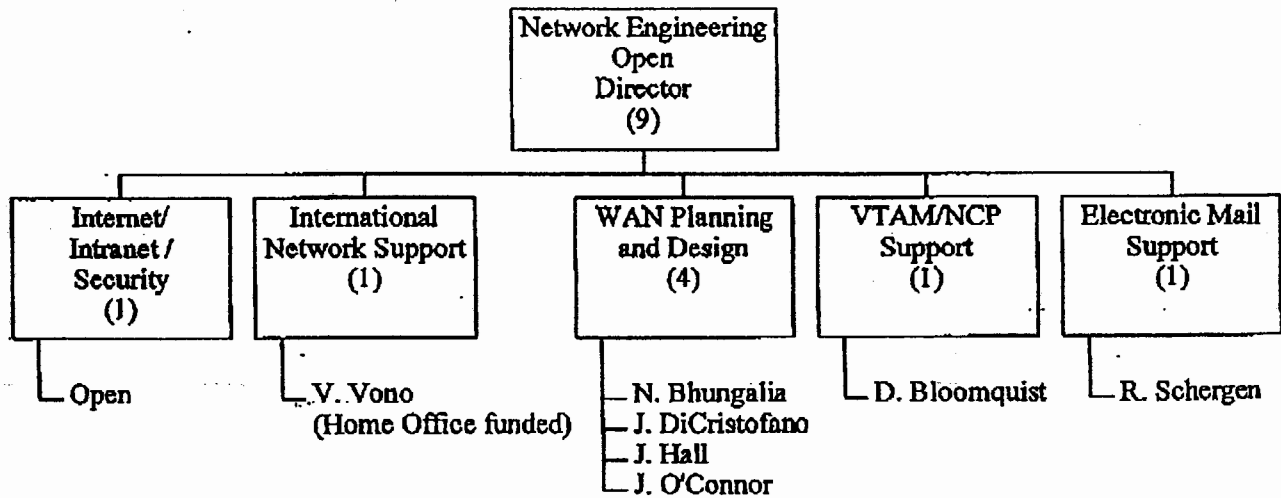


Figure 8
ZTS Network Engineering



APPENDIX 1: ZTS Organization Charts

Figure 9
ZTS SAP & UNIX

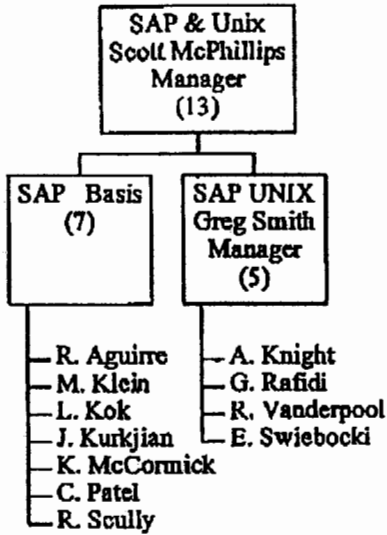
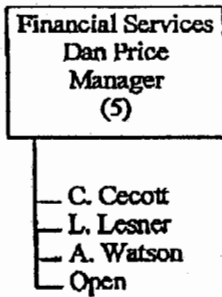


Figure 10
ZTS Financial Services



APPENDIX 2: ZTS Personnel List

ZTS Personnel List

This topic contains a list of all ZTS personnel. This information is confidential and is found only in version A.

*** (Not included for Security Reasons)**

APPENDIX 3: Hardware Inventory List

Hardware Inventory List

This topic contains a current listing of the hardware used for ZTS data processing.

For security reasons, this information is found only in the A version.

*** (Not included for Security Reasons)**

APPENDIX 4: Software Inventory List

Software Inventory List

This topic contains a current listing of all software products used in ZTS data processing.

For security reasons, this information is found only in the A version.

*** (Not included for Security Reasons)**

APPENDIX 5: WAN Infrastructure

WAN Infrastructure

* (Not Included for Security Reasons)