

**May 2018**

### **Mutual Assistance Plan**

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Fortunately printers do not often experience a disaster which interrupts their business operations, but, occasionally it happens. Storm damage, floods, fire, equipment breakdown, labor disputes, etc. can all bring production operations to a screeching halt and prevent or delay a company from fulfilling its customers' needs. One can buy insurance to cover the cost of the damage and to recover the cost of additional business expenses, but members must serve their customers. If you don't meet your customers' needs quickly, everything else becomes unimportant. □

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For these reasons, as well as a growing request among print buyers (particularly those with term contracts), PINE has developed a **Mutual Assistance Plan** for members to function as an element of their Disaster Recovery Plan. This more structured mutual aid plan goes beyond the normal assistance provided members facing difficult situations and is appropriate to enable participants to be protected and to demonstrate to customers that they have taken steps to protect their interests in the case of a disaster interrupting production and possible impacting customer's expectations. □

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PINE's mutual assistance plan is intended to be more than just a listing of compatible equipment. It is intended to obtain agreements to issues that might arise since subcontracting can be somewhat unnerving unless there is an agreement or mutual understanding that the subcontractor will **not solicit business directly from the customer**. Likewise, there needs to be some kind of understanding that the work is to be produced at **reasonable trade prices** and on a workable delivery schedule. □

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PINE cannot, and will not, legislate all of these issues but can add to its database the names and capabilities of those members willing to participate in the **Mutual Assistance Plan**. We do however, ask that you review and react to the Disaster Planning Document available to members as a vehicle for you to use in support of your individualized disaster recovery plans.

In order to be listed and participate in the program, **please sign the** form (Addendum A) and return it to PINE. Please be sure to supply all requested information. The form should be returned to:

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**Fax to: (508) 786-2900;**  
**Email to: CHagopian04@pine.org; or**  
**Mail to: PINE, 5 Crystal Pond Road,**  
**Southborough, MA 01772**

If you have questions call Christine Hagopian at 508-804-4152.

**Printing Industries of New England**  
**Mutual Assistance Plan (MAP)**

**Participation Agreement**

**Please add our company as a member of this program. Enclosed is our Print Access information to add to the database.**

We agree to the following:

- 1) To obtain and review the PINE (DMAP) Recovery Guide.
- 2) In the event assistance is needed, we will call PINE at 508-804-4100.
- 3) In the event PINE calls our firm on behalf of another member needing assistance, we will respond favorably by offering to perform the services needed in a confidential manner subject to the following guidelines:
  - A. Any relationship with the customer will be disclosed at the beginning of discussion between the firm outsourcing the work and the firm performing the work. This disclosure includes having the customer on a prospective call list.
  - B. All discussions and outsourcing of the work will be strictly confidential and be conducted under the highest ethical standards.
  - C. The printer or graphic firm performing the work shall agree not to contact the customer or solicit work from the customer for a period of one year.
  - D. The work will be performed at reasonable trade prices, which are mutually agreed upon between the firm outsourcing the work and the firm performing the work.
- 4) We will maintain our production capabilities on PrintAccess in a current state.

Company: \_\_\_\_\_ Phone #: \_\_\_\_\_  
\_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact \_\_\_\_\_ Title: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Please return to PINE by Fax – 508-786-2900 or Mail to 5 Crystal Pond Rd - Southborough, MA 01772