

RT Communications

Business Continuity and Disaster Preparedness Plan

I. PURPOSE

The primary purpose of the RT Communications, Inc. (RT) Business Continuity and Disaster Preparedness Plan is to protect RT and its employees from serious injury, property loss, or loss of life in the event of a major disaster. The secondary purpose of the RT Business Continuity and Disaster Preparedness Plan is to assure the continuation of communications service to RT customers in the event of a Disaster or emergency. A Disaster or emergency constitutes any one of the following: fire, severe weather such as tornado, flood, earthquake, blizzard conditions as set forth by community leader, bomb threat, pandemic or hazardous chemical spill.

In the event of any Disaster or emergency listed, this plan describes the responsibilities and actions to be taken to protect all employees and property.

II. GENERAL PROCEDURES

A Disaster or emergency warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, General Manager or police.

A. Notification of Emergency Warning

A person receiving notification of a possible Disaster or emergency should immediately notify their immediate supervisor. The type of Disaster or emergency situation should then be conveyed to all employees with the use of the office emergency alarm and/or paging system.

B. Emergency Control Committee (ECC)

The following personnel will constitute the Emergency Control Committee (ECC). In the event of a Disaster or emergency, they are to report to a designated Emergency Control Center unless the prevailing situation dictates otherwise.

CEO/GENERAL MANAGER

Phone: 307-347-7000

Direct: 307-347-7003

Mobile: 307-431-9070

PLANT MANAGER

Phone: 307-347-7000

Direct: 307-347-7008

Mobile: 307-431-9055

Home: 307-347-2000

PLANT SUPERVISOR – BIGHORN BASIN

Phone: 307-347-7000

Direct: 307-347-7013

Mobile: 307-431-9065

HOME: 307-347-3556

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PLANT SUPERVISOR – NE WYOMING

Phone: 307-746-7101
Direct: 307-746-7104
Mobile: 307-629-0740

ENGINEERING MANAGER

Phone: 307-347-7000
Direct: 307-347-7009
Mobile: 307-431-9080

CONTROLLER

Phone: 307-347-7000
Direct: 307-347-7005
Mobile: 307-431-9066

C. Safety Supervisor

The **PLANT Manager** has been designated as the Safety Supervisor and serves as the coordinator for all safety and safety training issues.

D. Emergency Control Committee (ECC) Responsibilities

Following is a list of responsibilities assigned to the Emergency Control Committee (ECC):

1. Assess the nature and extent of all emergencies
2. Assume control of all emergency actions.
 - a. Notify and coordinate with Emergency Response, Public Safety Answering (PSAP), Civilian Emergency Response Team (CERT)-County Notification
 - b. Wyoming PSC if necessary 307-777-5722
 - c. Montana PSC if necessary 406-444-6199
3. Communicate emergency to employees
4. Assign tasks to personnel to carry out specific actions
5. Order evacuation if deemed necessary
 - a. Account for all employees
6. Take any other action necessary to protect life
7. Annually review this plan and revise as necessary
8. Plan training exercises to test the evacuation plan
9. Instruct personnel of their duties under this plan

In any Disaster or emergency situation, the ranking member of the Emergency Control Committee (ECC) present shall have final authority to coordinate procedures, and amend, modify or supersede any provisions of this plan in order to ensure employee safety.

E. Emergency Control Center

Emergency actions should be coordinated at the Emergency Control Center, which will be designated as the General Manager's office at 290 N. Brooks Street, Worland, WY.

If the emergency situation warrants the committee members to meet

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at the RT Network Operations Center located at 415 Lawson Street, Worland, Wyoming; it will be the General Manager's responsibility or ranking manager to notify, and give the location where members are needed.

F. First Aid Services

Any member of the Emergency Control Committee (ECC) will administer first aid as needed. He/She will be available to administer first aid in the office, or in the event of a complete evacuation, at a safe assembly area outside the office. In addition, several other RT employees have also successfully completed Basic First Aid and CPR training, and may be called upon by a member of the Emergency Control Committee if the situation warrants. – Notify EMS immediately if First Aid or CPR warranted.

G. Utility Controls

The Emergency Control Committee (ECC) members will notify Gas and/or Electric Utility to have the power and/or gas shut off.

H. News Information

Information to any source of the news media will only be released at the discretion of the General Manager or Chief Executive Officer, Chief Financial Officer, Chief Technical Officer or Director of Marketing.

III. EMERGENCY ALARMS

A. Fire Alarm System

In the event of a fire, the alarm system will be activated. In addition, a member of the Emergency Control Committee (ECC) will make an announcement over the paging system stating an emergency exists. Upon hearing the alarm or announcement, employees should, immediately proceed to the designated evacuation site located at the Warehouse Building next to the premises. A roll call using the Fire/Evacuation Plans and Current Employee Roster will be called to ensure employees are safe. In addition, all visitors in the building must be accounted for.

B. Action

When the alarm is activated or an announcement is made, at least one (1) member of the Emergency Control Committee (ECC) shall report to the designated evacuation site outside the office complex. That Committee member should ensure that

outside employees do not re-enter the building. The remaining members of the Emergency Control Committee (ECC) other members should take any necessary actions to ensure safety of the employees and visitors and notify proper agencies for needed services.

C. Office-Wide Evacuation Alarm

With the exception of a fire alarm, employees should not evacuate the

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building unless authorized by the Emergency Control Committee (ECC). The signal alarm for an office wide evacuation will be a continuous alarm and/or an announcement by a member of the Emergency Control Committee (ECC) over the paging system stating an evacuation is ordered.

D. Segmented Area Evacuation

The signal/alarm for a segmented area evacuation will also be a continuous alarm and/or an announcement over the paging system by a member of the Emergency Control Committee (ECC), stating a segmented evacuation is ordered. A member of the Emergency Control Committee (ECC) will have the authority to activate this alarm and give appropriate instructions to employees to ensure safety. It is the responsibility of this person to alert all employees as to what type of emergency is occurring and the location of the emergency.

Once at the assembly site, an employee roll call will be conducted and reported to an Emergency Control Committee (ECC) member. In addition, all visitors in the building must be accounted for.

E. Phone Listings

Listings of all emergency telephone numbers are located at the receptionist desk and in the offices of all Emergency Control Committee (ECC) members.

If the emergency occurs during other than normal working hours, the General Manager or Operations Manager will notify the other emergency control team with an announcement of where the control committee will meet. If the business office has not been affected then the conference rooms at the business office, if the office building has been affected then meet at the Warehouse Building location.

IV. EVACUATION SITES

A map of all evacuation sites will be displayed in the **conference room** and throughout the departments. Each map will show the route and exit to take depending on where employees are located in the office. It will be the responsibility of the Safety Supervisor to inform employees of these evacuation routes.

V. EMERGENCY SHUTDOWN PROCEDURE FOR DISASTERS

An emergency shutdown will only be ordered from the highest-ranking member of the Emergency Control Committee. No employee should risk any type of injury to accomplish this task. However, if time permits, the following duties should be performed:

1. All aisles and exit ways should be free of obstructions.
2. The Operations Manager should call Utility to shut off gas lines and the electrical supply. In the event that the Safety Supervisor is unavailable, a member of the Emergency Control Committee (ECC) shall take such action.

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3. In the event of a disaster or emergency, the following procedures should be put in effect by the Safety Supervisor or other members of the **Emergency Control Committee (ECC)**:

V.1 TORNADO

1. Listen for the latest advisories on the radio.
2. Utilize exterior cameras for outside observation.
3. If necessary, initiate applicable emergency shutdown procedure.
4. Make an announcement over the paging system stating "A tornado emergency exists — please proceed to the basement."
5. Move personnel into the designated tornado safe assembly area within the building – in the basement by the caged area behind the break room. - Once all are assembled, a roll call will be taken.
6. Account for all visitors.
7. After the tornado passes, restore calm and check for injuries.

V.2 SEVERE WEATHER/BLIZZARD

1. Listen; or watch for weather advisories on the radio, television or Internet.
2. Depending on weather severity, e.g., (Mayor shuts down the town for safety reasons etc.), the General Manager will make the determination on whether to initiate emergency office closure.
 - a. Management staff and key office personnel may be required to work remotely (telecommute) if they are equipped to do so. Key employees are defined as those in management and customer contact individuals such as Customer Service Specialists and Operations Technicians including IT. The phones will need to be routed to reach key employees by landline or cell phone.
 - b. For service outages, network personnel will respond when city officials or the Emergency Control committee has deemed it safe to do so.
3. Managers will notify their staff immediately of office closure once the decisions have been made. Each manager should have a copy of all contact names and numbers along with the employee roster.
4. In the event of Department of Transportation (DOT) road closures where the office remains open, staff that are unable to make it to the office will be required to take vacation. In the event that employees do not have accrued vacation they will go negative on the books and future accrual will be used to back fill unavailable vacation balance.

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V.3 EARTHQUAKE

An earthquake will usually occur without warning. Due to the suddenness, all personnel should:

1. Drop to the ground
2. Take Cover
3. Hold On Until the shaking stops
4. Additional information
 - a. If there isn't a table or desk near you, drop to the ground in an inside corner of the building and cover your head and neck with your hands and arms. Do not try to run to another room just to get under a table.
 - b. Studies of injuries and deaths caused by earthquakes in the U.S. over the last several decades indicate you are much more likely to be injured by falling or flying objects (TVs, lamps, glass, bookcases, etc.) than to die in a collapsed building. "Drop, Cover, and Hold On" offers the best overall level of protection in most situations.
 - c. **DO NOT ATTEMPT TO EXIT THE BUILDING - NO ONE SHOULD GO OUTSIDE THE BUILDING.**
5. After an earthquake has stopped, the following procedure should be initiated:
 - a. All employees should help restore calm to fellow employees.
 - b. Emergency Control Committee (ECC) members should check for injuries and provide first aid as needed.
 - c. Evacuate the building immediately following the earthquake. Damage to the structure may have resulted. Proceed to the designated assembly area.
 - d. The Safety Supervisor should check for fires and shut off all gas, electricity, and water at main controls.
 - e. The building should be inspected by a member of the Emergency Control Committee for damage.
 - f. The Emergency Control Committee should then notify proper utility companies or other services as needed.

V.4 FIRE/BOMB THREAT

In the event of a fire, appropriate actions as defined under Section III. A-C. "Office-Wide Evacuation Alarms" shall be taken.

V.5 PANDEMIC

A pandemic is an epidemic disease that spreads to other communities usually beyond national borders. In the event of a pandemic such as Bird Flu or H1N1 the following procedure should be initiated.

1. Listen, or watch for advisories on the radio, television or

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- Internet of an upcoming Pandemic.
2. Once identified the General Manager and/or Control Committee will initiate office closure procedures.
 3. The following key employees will have and maintain internet access and phone service so they can telecommute if necessary.
 - a. General Manager
 - b. Operations Manager
 - c. Finance & Administration Manager
 - d. Controller
 - e. IT Supervisor
 - f. Engineering Manager
 - g. Plant Manager
 - h. Central Office Manager
 - i. Customer Service Specialists
 - j. Network Technicians
 4. In case of pandemic, all calls will be dispatched to the Operations Manager for call out to the technicians.
 5. If quarantine goes into effect, technicians will not go beyond the demarcation point at any residence or business.
 6. Technicians will wear masks to cover their nose and mouth and can walk away from any trouble where they may be exposed to the virus.
 7. Employees who are sick with the virus or other ailment must report their illness to their department head immediately and take leave.
 8. Once the pandemic is lessened or the quarantine is removed, all employees will be notified to report back to the office.

VI. HOUSEKEEPING

Good housekeeping will be the responsibility of all RT employees and includes the following:

- A. Waste materials are to be discarded in their proper places.
- B. All aisles and exits will be kept clear.
- C. All areas to fire extinguishers will be kept clear for access.
- D. All employees will be instructed and receive an electronic copy on the "RT Communications Business Continuity and Disaster Preparedness Plan."
- E. Emergency telephone numbers will be posted at the front desk and in the lower level break room.
- F. The Safety Supervisor will be responsible for instructing employees on how to handle, store, and maintain hazardous materials properly.