### E Light Electric Services Master Document Confidential

## **Business Continuity Plan**

#### **Emergency Notification Contacts**

Name	Location	Office	Mobile
Ted Smith	361 Inverness Dr. S. Suite B	Englewood	(303) 550-5292
	Englewood, Co 80112	C	
Perry Herrmann	361 Inverness Dr. S. Suite B	Englewood	(303) 819-4671
5	Englewood, Co 80112		
Jason Wheeler	4815 List Dr. Suite 111	Colorado	(719) 235-0856
	Colorado Springs, CO 80919	Springs	
Bill Bicket	361 Inverness Dr. S. Suite B	Englewood	(720) 212-5918
	Englewood, Co 80112		
David Wright	361 Inverness Dr. S. Suite B	Englewood	(303) 819-5453
6	Englewood, Co 80112		

#### **Revisions Control Page**

Date	Summary of Changes Made	Changes Made By (Name)

#### Purpose

The purpose of this business continuity plan is to prepare E Light Electric Services and E Wind and Solar in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. All E Light Electric Services sites are expected to implement preventive measures whenever possible to minimize communication and services failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses all system sites and operations facilities.

#### 1.1 Scope

The scope of this plan is limited to communication and service provision. This is a business continuity plan, not a daily problem resolution procedures document.

#### 1.2 Plan Objectives

- Serves as a guide for the E Light Electric Services recovery teams.
- References and points to the location of any data that resides outside this document.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

#### 1.3 Assumptions

- Key people (Team Leaders or Alternates) will be available following a disaster.
- A national disaster such as nuclear war is beyond the scope of this plan.
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster.
- Each support organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.

#### 1.4 Disaster definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by E Light Electric Services operations. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

#### 1.5 Recovery teams

- Emergency Management Team (EMT)
- Emergency Management Team Lead (EMTL)
- Emergency Communication Lead (ECL)
- Location Response Coordinator (LRC)
- Local Restoration Team (LRT)
- Incident Response Team (IRT)
- Technical Services Engineering (TSE)
- Client Communication Liaison (CCL)

See Appendix A for details on the roles and responsibilities of each team.

#### 1.6 Team member responsibilities

- Each team member will designate an alternate backup
- All the members should keep an updated calling list of their work team members' work, home, cell phone numbers both at home and at work.
- All team members should keep this binder for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan.

#### 1.7 Instructions for using the plan

#### 1.7.1 Invoking the plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan, and remain in effect until operations are resumed at the original location, or a replacement location and control is returned to the appropriate functional management.

#### 1.7.2 Disaster declaration

The Emergency Management Team and Location Response Coordinator are responsible for declaring a disaster for Technical Services and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by The Director of Education and Loss Prevention Corporate. The Emergency Management Team/Location Response Coordinator will respond based on the directives specified by Corporate.

#### 1.7.3 Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the Emergency Management Team (EMT) must be activated immediately in the following cases:

- Two (2) or more systems and/or sites are down concurrently for five (5) or more hours
- Five (5) or more systems and/or sites are down concurrently for five (5) or more hours
- Any problem at any system or network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions are about to occur

#### **1.7.4 External communications**

The corporate marketing assistant is designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies and other external organizations following a formal disaster declaration. All media release shall be cleared by the Emergency Communication Lead before release.

#### **1.7.5** Emergency management standards

#### Data backup policy

Full and incremental backups preserve corporate information assets and should be performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

Department specific data and document retention policies specify what records must be retained and for how long. All organizations are accountable for carrying out the provisions of the instruction for records in their organization.

Information Technology follows these standards for its data backup and archiving:

#### **Tape retention policy**

Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system.

#### **Backup System Hard Drive Network**

- Hard Drive is stored at Englewood Corporate office with a mirror image stored at the Colorado Springs Office.
- Hard Drive Full Back up is run every Friday Night
- Incremental backup is made everyday recording only changed files.
- Mirror Image back ups will be created weekly

#### Backup System Hard drive E Mail

• Hard Drive procedure will be the same as Network Drive Procedure

#### 1.7.6 Emergency management procedures

The following procedures are to be followed by system operations personnel and other designated company personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

*Note:* Anyone not recognized by the Technical Services staff as normally having business in the area must be challenged by the staff who should then notify the EMT lead.

These procedures are furnished to company management personnel to take home for reference. Several pages have been included to supply emergency contacts.

In the event of any situation where access to a company facility or company provided housing facility or a system is denied, personnel should report to alternate locations. Primary and secondary locations are listed below.

#### Alternate locations

#### Workplace: Englewood Corporate Offices

• Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

#### Workplace: Colorado Springs Office

• Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

#### Workplace: Fredrick Office

• Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

#### Workplace: Project Jobsite Any Location

• Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

#### Employee Housing Facility

• Attempt to contact your immediate supervisor or management via telephone. Home and cell phone numbers are included in this document

#### **1.7.7** In the event of a natural disaster

Procedure

In the event of a major catastrophe affecting an E Light Electric Services facility, immediately notify the **Director of Safety, Ted Smith**, (303) 550-5292

	STEP	ACTION
	1	Notify the CEO, Vice President of Operations and Director of Service of pending event, if time permits.
	1 2	<ul> <li>of Service of pending event, if time permits.</li> <li>If impending natural disaster can be tracked, begin preparation of site within 72 hours as follows:</li> <li>Deploy portable generators with fuel within 100 miles.</li> <li>Deploy support personnel, service technicians, and information technology personnel within 100 miles.</li> <li>Deploy tractor trailers with replacement work space, antennas, power, computers and phones in a safe location with adequate access to original location.</li> <li>Place Service and Operations department on standby for replacement shelters and recovery personnel support</li> <li>Transfer network and communications to emergency trailers on hard drives for access and use</li> <li>Initiate emergency travel and housing arrangements for potential support and recovery</li> <li>Determine if alternate employee housing will be necessary</li> <li>Initiate communication with employee families and arrange for updated communications by Human Resources Dept.</li> <li>Basic necessities are acquired by support personnel when deployed: <ul> <li>Food and water for 1 week</li> <li>Temporary housing</li> <li>Gasoline and other fuels</li> </ul> </li> </ul>
_		<ul> <li>Supplies, including chainsaws, batteries, rope, flashlights, medical supplies, etc.</li> </ul>
	3	<ul> <li>24 hours prior to event:</li> <li>Create an image of the system and files</li> <li>Back up critical system elements</li> <li>Verify backup generator fuel status and operation</li> <li>Create backups of e-mail, file servers, etc.</li> <li>Fuel vehicles and emergency trailers</li> <li>Place service and operations on standby for travel for support and recovery</li> <li>Notify senior management</li> </ul>

#### 1.7.8 In the event of a fire

Procedure

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed. The Director of Education and Loss Prevention shall be notified in the event of a fire at any company facility.

If fire or smoke is present in the facility, **evaluate the situation and** determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish **minor fires** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any **other fire or smoke situation** will be handled by a designated IRT member until the local fire department arrives. If the facility has no IRT member present, call 911, evacuate the building and wait for the local fire department.
- In the event of a major fire, call 911 and immediately evacuate the area.
- In the event of any emergency situation, system site security and personal safety are the major concern. All personnel shall remain at the facility in the designated muster area until the local response coordinator has released them. The operations supervisor should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify the **Director** of Safety. (EMTL)

STEP	ACTION
1	Dial 9-1-1 to contact the fire department
2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Alert emergency personnel on: <b>PHONE NUMBERS</b> Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
4	<ul> <li>Alert the Operations Manager.</li> <li>He/she will notify the Emergency Management Team Coordinator.</li> <li><i>Note:</i> During non-staffed hours, security personnel or the stand by service technician will notify the Operations manager responsible for the location directly.</li> </ul>

5	Notify Building Security if Applicable Local security personnel will establish security at the location and not allow access to the site unless notified by the Director of Education and Loss Prevention or his designated representative
6	Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance permit
7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. <b>Under no</b> <b>circumstances may any personnel leave without the</b> <b>consent of supervision.</b>

#### **1.7.9** In the event of a network services provider outage

In the event of a network service provider outage to any facility, the guidelines and procedures in this section are to be followed.

Pr	oce	dı	ire
11	uce	ա	11 (

e	STEP	ACTION
	1	Notify the Information Technology specialist of outage.
		Determine cause of outage and timeframe for its recovery.
	2	If outage will be greater than 1 hour, coordinate an alternative communication plan with the Information Technology Specialist
		If it is a major outage and all carriers are down and downtime will be greater than 12 hours an alternative communication plan will be developed and deployed by the information technology specialist.

#### **1.7.10** In the event of a flood or water damage

In the event of a flood or broken water pipe within any computing facilities, the guidelines and procedures in this section are to be followed. The Director of Education and Loss Prevention shall be notified.

Procedure	STEP	ACTION
	1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately.
	2	Immediately notify all other personnel in the facility of the situation and to be prepared to cease operations accordingly.
	3	If water is originating from above equipment, power down the individual devices and notify the service department manager so that electrical service can be shut down by a qualified person. Remove sensitive equipment and paperwork to a safe location and store until situation is clear.

#### 1.8 Plan review and maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster or component testing. Additionally it is important to review the listing of personnel and phone numbers contained within the plan regularly. Emergency evacuation drills shall be performed at each facility and project annually.

The plan will be stored in a common location where it can be viewed by site personnel and the Emergency Management Team. Each recovery team will have its own directory with change management limited to the recovery plan coordinator.

The Director of Education and Loss Prevention will be responsible for the plan. A recovery plan coordinator will be assigned for each company location. Their specific responsibilities are as follows:

#### Frequency of plan update: Quarterly or when there is a change in personnel

- Provide hard copy of plan to all team members. Team members must store copy at home, in a personal car, or electronically via a hand-held device or laptop computer.
- Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories). Communicate with the Emergency Management Coordinator to get up-to-date information periodically.
- Hold initial team meeting to get team members acquainted with the plan and hold annual/semi-annual meetings to review the plan on an ongoing basis

• Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, portable power generators and implementation plans.

#### 2. Alert/Verification/ Declaration phase

#### **On-duty personnel responsibilities**

#### If in-hours:

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the Location Response Coordinator.

#### If out of hours:

The on call service technician or supervisor will notify the Director of Education and Loss Prevention. .

#### 2.1 Provide status to EMT

1. The Location Response Coordinator (LRC) will contact the Emergency Management Team (EMT) and provide the following information when <u>any</u> of the following conditions exist: (See Appendix B for contact list)

- Five or more facilities are down concurrently for five or more hours.
- Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The LRC will provide the following information:

- ♦ Location of disaster
- ♦ Type of disaster (e.g., fire, hurricane, flood)
- Summarize the damage (e.g., minimal, heavy, total destruction)
- Emergency Command Center location and phone contact number; a meeting location that is close to the situation, but away from the disaster scene
- ♦ An estimated timeframe of when a damage assessment group can enter the facility (if possible)

The EMT will contact the Senior Management Team and the CEW and report that a disaster has taken place.

#### 2.2 Decide course of action

Based on the information obtained, the EMT decides (with the LRC) how to respond to the event: mobilize IRT, repair/rebuild existing site (s) with location staff, or relocate to a new facility.

#### 2.3 Inform team members of decision

<u>If a disaster is not declared</u>, the location response team will continue to address and manage the situation through its resolution and provide periodic status updates to the EMT.

<u>If a disaster is declared</u>, the Location Response Coordinator will notify the Incident Response Team members immediately for deployment.

**Declare a disaster** if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster is Perry Herrmann, President and CEO. Ted Smith, Director of Education and Loss Prevention shall be the first back up. Bill Bicket, Director of Service shall be the second back up.

#### 2.4 EMT notifies account teams/customers

Using the call list in (**Appendix D**), EMT members contact team members to inform them of the situation. If known, advise as to when operations will be restored or what actions will be taken to restore operations.

The Client Communication Liaison shall notify all customers and clients in the affected area of the situation, the ongoing mitigation and the expected types and durations of service interruptions.

The Emergency Management Team Lead shall notify all Project Managers of the situation, the on going mitigation and the expected types and durations of service interruptions.

The project managers in the affected areas shall notify their clients that we are activating the force majeure clause of our contract.

The Human Resources Manager shall notify employees and family members of the situation, on going mitigation and the types and expected durations of service outages.

#### 2.5 Contact general vendors (see Appendix I)

The affected project managers shall notify vendors of the situation, on going mitigations and the types and expected durations of service interruptions.

#### 3. Disaster declared: mobilize incident response team/Report to command center

Once a disaster is declared, the Incident Response Team (IRT) is mobilized. This recovery team will initiate and coordinate the appropriate recovery actions. IRT members assemble at the Command Center as quickly as possible.

The LRT remains at the affected site to perform a preliminary damage assessment (if permitted) and gather information until the IRT arrives.

## 3.1 Conduct detailed damage assessment (This may also be performed prior to declaring a disaster)

- 1. Under the direction of local authorities and/or LRC/IRT assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.
  - A. Participate in a briefing on assessment requirements, reviewing:
    - (1) Assessment procedures
    - (2) Gather requirements
    - (3) Safety and security issues

## *NOTE:* Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.

B. Document assessment results using Assessment and Evaluation Forms contained in Appendix G

Building access permitting:

- Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data
- Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the LRC/LRT.
- 2. Develop a Restoration Priority List, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly
- 3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged
- 4. Recommendations for required resources
- 5. Contact the EMTL and decide whether the situation requires the initiation of business recovery plans (long-term disaster, months) or if work can return to the primary location (short-term week or so).

#### 3.2 Contact EMT/decide whether to continue to business recovery phase

The LRC gathers information from the IRT and other sources; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the LRC, the EMT decides whether to continue to the business recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site (s). Provide periodic status updates to the EMT Leader.

The business recovery phase of this plan will be implemented when resources are required to support full restoration of system and/or facility functionality at an alternate recovery site (e.g., another company office, vendor hot site, cold site) that would be used for an extended period of time.

**<u>NOTE</u>:** During the Initial Response Phase, service may be shifted to alternate sites to allow operations to begin functioning and provide service to its customers. Initially reduced service may be provided until sites can be fully restored. Within *14 days* the system and facilities should be functional at 100%.

#### 4. Business recovery phase

This section documents the steps necessary to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time. Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

#### 4.1 Company System and facility operation requirements

The system and facility configurations for each location are important to re-establish normal operations.

The Director of Education and Loss Prevention shall review the needs of each facility and develop a plan for each location in cooperation with the management representative responsible for the facility.

The Director of Education and Loss Prevention shall develop an emergency interim business continuation plan including temporary plans to provide services and support to clients and submit for review and approval to the CEO within 72 hours.

The Vice President of Operations shall develop a business relocation plan including logistics and support personnel and submit to the CEO for review and approval within 72 hours.

## 4.2 Notify Information Technology Specialists/coordinate relocation to new facility/location

The information technology specialists shall immediately begin development of a plan to relocate and re-establish network and communication services. This report shall be developed and submitted to the CEO within 5 business days for review.

#### 4.3 Secure funding for relocation

The CEO shall develop a plan for relocation of business and required funding and submit the plan to the Board of Directors for review and approval. The Vice President of Finance shall develop an emergency funding plan and long term financial analysis and funding plan.

#### 4.4 Notify EMT and corporate business units of recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc.

#### 4.5 Initiate Business Relocation and Recovery Plan

The Director of Education and Loss Prevention shall coordinate the business relocation and recovery plan as approved by the CEO and the senior management team shall implement the plan.

#### 4.6 Operations recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

#### 5. Appendixes

#### 5.1 Appendix A: E Light Electric Services recovery teams

#### 5.1.1 Emergency management team (EMT)

Lead: Director of Safety, Ted Smith Alternate: Director of Service, Bill Kolson CEO/ President, Perry Herrmann Vice President of Operations, Jason Wheeler Director of Construction, Mike Egri Vice President of Preconstruction, David Wright Vice President of Finance, Sandy Bonham Director of Human Resources, Roseanne Mullis Director of Education, Bill Bicket Prefabrication Manager, Aron Bowen Marketing Specialist, Jenny McKowen Information Technology Manager, Scott Searles

#### **Charter:**

Responsible for overall coordination of the disaster recovery effort, evaluation and determining disaster declaration, and communications with senior management

#### Support activities:

#### The Emergency Management Team:

- Emergency Management Team Lead: Develop emergency contingency plan outlines and checklists and include in this plan by no later than December 31<sup>st</sup>, 2011.
- Evaluate which recovery actions should be invoked and activate the corresponding recovery teams.
- Evaluate and assess damage assessment findings
- Set restoration priority based on the damage assessment reports
- Provide senior management with ongoing status information
- Acts as a communication channel to corporate teams and major customers
- Work with vendors and IRT to develop a rebuild/repair schedule

#### 5.1.2 Location Response Coordinator (LRC)

## *Note:* See Appendix B for contact list. This role will be filled by the Project Manager for each construction project, the account manager for each service contract and the senior manager on location for each business location.

#### **Charter:**

Responsible for overall coordination of the disaster recovery effort for their region, establishment of the command center, and communications with Emergency Management Team

#### Support activities:

- Notify the Incident Recovery Team
- Gather damage assessment information and report it to EMT
- Determine recovery needs.
- Establish command center and related operations. The command center is a prearranged meeting facility where EMT/LRT/IRT members meet to coordinate damage assessment and business recovery tasks for the affected operations.
- Notify all Team Leaders and advise them to activate their plan (s) if applicable, based upon the disaster situation

- If no disaster is declared, then take appropriate action to return to normal operation using regular staff.
- Determine if vendors or other teams are needed to assist with detailed damage assessment.
- Prepare post-disaster debriefing report
- Coordinate the development of site specific recovery plans and ensure they are updated semiannually.

#### 5.1.3 Location Response Team (LRT)

# Note: See Appendix B for contact list. This role will be filled by the site superintendent and supervisors for each construction project, the service technicians for each service contract and the project managers and account managers for each business location.

#### Charter:

The Location Response Team (LRT) is responsible for the initial alerting/notification of the problem to the LRC during normal business hours. During off hours, the LRT will be notified along with the LRC. In the event of a disaster declaration, this team will become a part of the Incident Response Team.

#### Support activities:

- Provide the following information to the LRC in the event of an outage:
  - a. Type of event
  - b. Location of occurrence
  - c. Time of occurrence
- Coordinate resumption of voice and data communications:
  - a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
  - b. Recover voice mail and electronic mail systems when requested by EMT.
  - c. Verify voice mail and electronic mail are operational at the alternate site.
  - d. Review the <Client> Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations
- Coordinate resumption of information system operations:
  - a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
  - b. Recover critical data files and related information when requested by EMT
  - c. Ensure that network and perimeter security is re-established at alternate location
  - c. Verify normal, secure operation of systems and servers at alternate site
  - d. Review the <Client> Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

#### 5.1.4 Incident Response Team (IRT)

Note: See Appendix B for contact list. The incident response team shall be composed of designated personnel on each project and business location. The location response coordinator shall be responsible for designating personnel for their facility. Bryan Kassahn, Site Safety Manager shall be member of all incident response teams.

#### **Charter:**

The Incident Response Team (IRT) is formed to deploy to the disaster location when a disaster is declared.

#### **Support Activities**

- Provide recovery support to the affected location and operations
- Coordinate resumption of voice and data communications:
  - a. Work with management to re-route voice and data lines, especially when alternate site (s) or alternate work locations are predefined
  - b. Recover voice mail and electronic mail systems when requested by EMT.
  - c. Verify voice mail and electronic mail are operational at the alternate site.
  - d. Review the Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations
- Coordinate resumption of information system operations:
  - a. Work with management to recover critical systems, applications and infrastructure at recovery site (s) or alternate work locations
  - b. Recover critical data files and related information when requested by EMT
  - c. Ensure that network and perimeter security is re-established at alternate location
  - c. Verify normal, secure operation of systems and servers at alternate site
  - d. Review the Minimum Acceptable Operational Requirements checklist to determine if sufficient resources are in place to support operations

#### 5.1.5 IT Technical Support (TS)

#### Charter

IT Technical Support will facilitate technology restoration activities.

#### Support activities:

- Upon notification of disaster declaration, review and provide support as follows:
  - 1. Facilitate technology recovery and restoration activities, providing guidance on replacement equipment and systems, as required.
  - 2. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations.

#### 5.2 Appendix C: Emergency numbers

Utility Name	Contact Name	Phone

#### 5.2.1 First Responders, Public Utility Companies, Others

#### 5.3 Appendix D: Contact list

Name	Address	Home	Mobile/Cell Phone

#### 5.4 Appendix E: Emergency Command Center (ECC) Locations

#### 5.4.1 Emergency Command Center – Englewood Corporate Office

Primary:	<ul><li>361 Inverness Drive South, Suite B</li><li>Conference Room</li><li>Englewood, CO 80112</li><li>Contact: Ted Smith (303) 550-5292</li></ul>
Alternate:	<ul><li>359 Inverness Drive South, Suite C</li><li>Training Room</li><li>Englewood, CO 80112</li><li>Contact: Ted Smith (303) 550-5292</li></ul>

#### 5.4.2 Emergency Command Center – Colorado Springs Office

Primary:	655 Elkton Drive, Suite 201 Conference Room Colorado Springs, CO 80909 Contact: Jason Wheeler (719) 235-0856
Alternate:	361 Inverness Drive South, Suite B Conference Room Englewood, CO 80112 Contact: Ted Smith (303) 550-5292

#### 5.5 Appendix G: Forms

#### 5.5.1 Incident/Disaster form

Upon notification of an incident/disaster situation the On-Duty Personnel will make the initial entries into this form. It will then be forwarded to the ECC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and "normal business" has resumed.

#### TIME AND DATE

#### **TYPE OF EVENT**

#### **LOCATION**

**BUILDING ACCESS ISSUES** 

#### PROJECTED IMPACT TO OPERATIONS

**<u>RUNNING LOG (ongoing events)</u>** 

#### 5.5.2 Critical equipment status form

#### CRITICAL EQUIPMENT STATUS ASSESSMENT AND EVALUATION FORM

Recovery Team:				
	[STATUS]			
<u>Equipment</u>	<b>Condition</b>	<u>Salvage</u>	<u>Comments</u>	
1				
5				
8.				
9.				
10.				-
12.				
13.				
14.				
				-

#### Legend

Condition: OK - Undamaged DBU - Damaged, but usable DS - Damaged, requires salvage before use D - Destroyed, requires reconstruction