Business Continuity Program Awareness

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*Michael Evans*
Business Continuity Planning Analyst
Constellation Energy is:

• A Supplier
• A Distributor
• A Generator
• A Leader
• A Fortune 200 Company
- 1,128 employees (including IPPs)
- 43 units/13 wholly-owned plants (2 under construction)
- 7,150 MW installed capacity (740 MW under construction)
- Diverse Mix of Fuels & Technologies
- Regional offices in California & Maryland
Generation Fuel

- Total Nuclear: 43%
- Total Coal: 30%
- Total Gas: 10%
- Total Oil: 8%
- Total Renewable & Alternative: 5%
- Total Dual Fuel (Oil & Gas): 3%
BGE – Transmission Utility

• Slogan – We’re On It
• Internal – We’re On It - Safety First

Four Core Safety Approaches

1. Safety Training
2. Safety Observation
3. Safety Performance Management
4. IT Safety Systems
Business Area Sponsorship

Coordinators/Business Area Points-of-Contacts

- Editors of our Plans
- Local Knowledge
- Liaison to Senior Management

Successful Management

- Communication/Accountability
- Recognition
Business Area Recovery Planning

Identification of Business Unit Specific:

- Critical Processes
- Workstation Utilization
- Application Dependencies to Processes
- Vital Records/Resources

Sync Existing Systems

- Application Management
- Supply Chain
- Corporate Real Estate
- HR Databases
Embedding Business Continuity

Acquisition/Use of Resources

- Supply Chain

Suppliers → Redundancy BC Plan → Verified Supplier

- IT Resources

In-House / Hosted → Engineered Recovery Time Objective → Relationship to Business Process → Acceptable Risk?

Acceptable Risk?
Tabletop Presentations

Scope of the Drill

• Business Area Representation
• Critical Contacts Representation
• Logistical Representation
• Subject Matter Experts

Annual/Bi-Annual Requirement

• Local Resources
• Recent Impacts Outside/Within the Company
Tabletop Presentations

Integration/Live Reaction
- Elements/Interactions
- Partnerships with Public Sector

Business Unit Level Meetings
- Existing Scenarios/Tabletops
- Value Added
  - Development/Experience of the Group
  - Risk Mitigation
  - Knowledge Transfer
Executive Leadership/Sponsorship

Business Continuity Program Policy

- Enterprise Wide Policy
  - Exceed Expectations
  - Emergency/Business Recovery
  - Individual Accountability
  - Training & Drills
Emergency Preparedness Program

Integrated Solution for All Locations

- Detailed Emergency Plan
- Floor Diagrams
- Building Warden Program
- On-Site Emergency Training
- Business Continuity Planning

What is CHANGING?
- LBE is implementing partial evacuation procedures. What does this change mean for you?
  - Time of your evacuation: Listen for building-specific evacuation instructions announced over the notification system. Only impacted areas will evacuate while other areas may be asked to remain in place until told otherwise.
  - Evacuation assembly areas: To find yours, ask your building warden, refer to the floor diagrams posted throughout the facility or go to Business Continuity Web site.

What will NOT CHANGE?
- The fire system is reliable and designed to evacuate the building the safest and most efficient manner.
- If you hear the alarm, evacuate immediately using the nearest exit. Report to your designated evacuation assembly area and report to your supervisor or building warden.
- Building wardens are knowledgeable and trained in evacuation procedures. They will direct you to the nearest exit and assist with employee accountability. Find your building warden by visiting the Business Continuity Web site.

What is NEXT?
- Awareness sessions will be held periodically. Property Management, Business Continuity, and Building Wardens will host sessions as employees are in the know. For questions or more information, email Business Continuity or visit our Web site: http://my.constellation.com/portal/site/businesscontinuity
Emergency Response Program

Existing Safety & Wellness Fairs

• Similar Groups

• Insurance & Loss Control, Property Management, Logistic Services, Risk Division

Emergency Kick-Off Events

• Discuss with BC Department Liaison
  • Basic Program Structure
  • Impacts to Daily Employees
Safety & Security Fairs

Create Your Own!

• Promote security/emergency awareness and preparedness in your personal/professional lives

• Invite Business Units/ Agencies involved in planning and response to disasters
Valuable Materials / Resources – In House

BE PREPARED FOR AN EARTHQUAKE
Earthquakes are sudden movements in the Earth's crust which create seismic movements, jeopardizing human safety. It is important that you know how to prepare for and respond to earthquakes.

BE PREPARED FOR A HURRICANE
Hurricanes are violent, tropical cyclonic storms of the western North Atlantic, having wind speeds of 74 mph or in excess of 72 mph. It is important that you know how to prepare for a hurricane.

BE PREPARED FOR A TORNADO
Tornadoes, spawned by powerful thunderstorms, are often viewed as nature’s most violent storms. For your safety, it’s important that you know how to prepare for and respond to tornado emergencies.
Valuable Materials / Resources – In House

My Street Address for Emergencies Is:

My Nearest Exit Is:

Location of AED:

My Evacuation Assembly Area Is:

For Constellation’s Security Operations Center, Call: 1-800-722-2455

Emergency Procedures

Bomb Threat

Bomb Threat Checklist:
- Date of Call:
- Exact Time of Call:
- Exact Words of Caller:
- Stay calm and listen to the caller.
- Attract the attention of co-workers.
- Call 9-1-1 immediately.
- If no one hears you, call your supervisor.
- If the bomb threat is determined to be credible by Security and Emergency Personnel, there will be an evacuation.

Questions to Ask:
1. Who is the bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you plant the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

Caller’s Voice:
- Calm
- Nervous
- Hysterical
- Agitated
- Drunk
- Slow
- Deep
- Nashville
- Fearful
- Crying
- Loud
- Angry
- Laughter
- Squawking
- Tired
- Injured
- Normal
- If the voice is familiar, who does it sound like?
- Describe any background noises:

Your name:

Telephone number where call was received:
Valuable Materials / Resources – Existing

Preparation Makes Sense. Get Ready Now.


Emergency Supply List

Homeland Security
www.ready.gov

Homeland Security
www.ready.gov

Homeland Security
www.ready.gov

Homeland Security
www.ready.gov
Emergency Plans Video
Post Follow-Up With Employees/Leadership

- Internal Communications
- Re-Design Materials
- Rate & Evaluate Engagement
- Record Tacit Information from the experience
Thank you!

Samples available upon request.

Michael Evans  
CEG – Business Continuity  
Michael.Evans2@constellation.com  
410-470-6176