



Business Continuity Program Awareness

September 16, 2010

Michael Evans

Business Continuity Planning Analyst



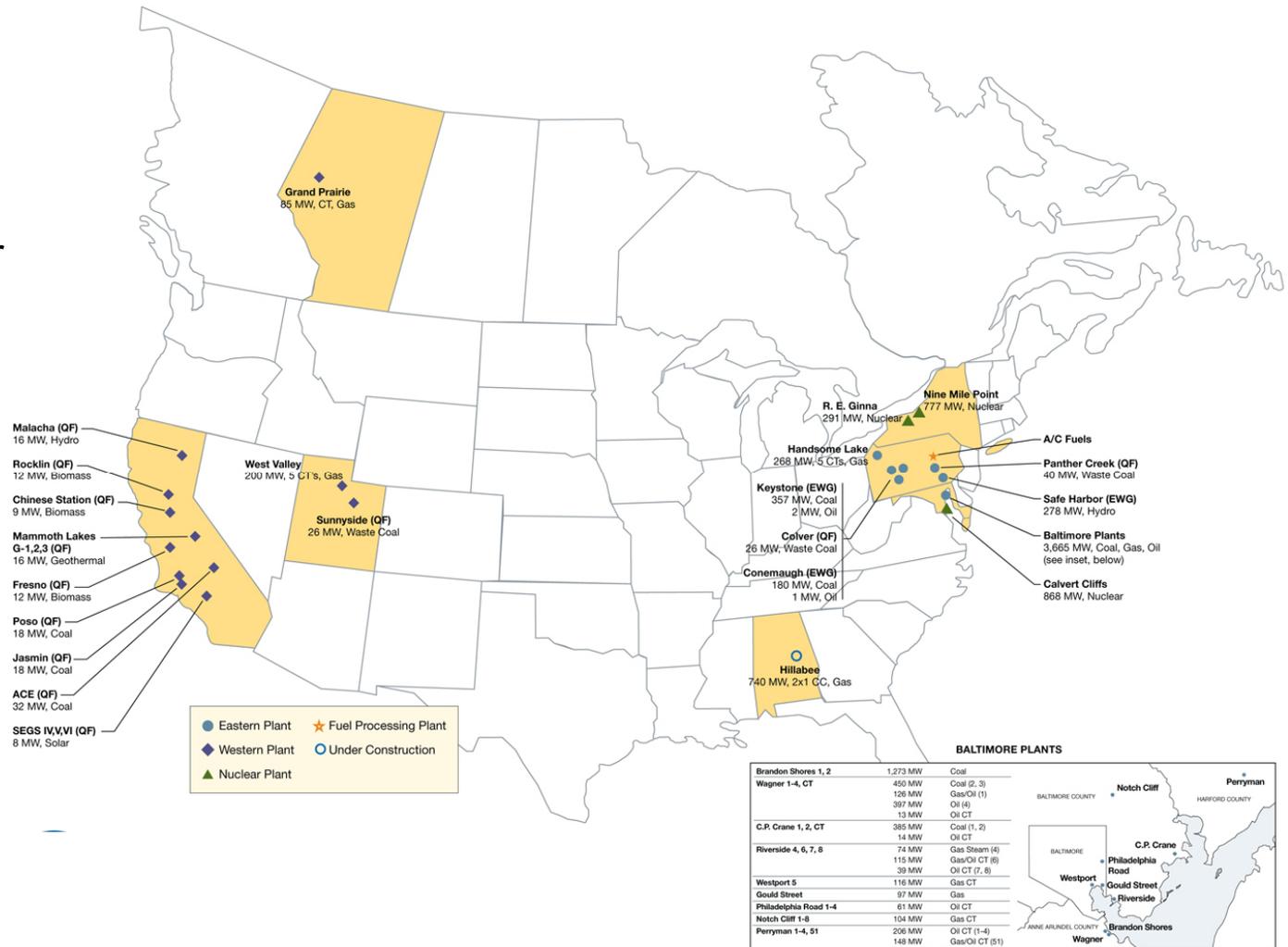
Constellation Energy is:

- **A Supplier**
- **A Distributor**
- **A Generator**
- **A Leader**
- **A Fortune 200 Company**

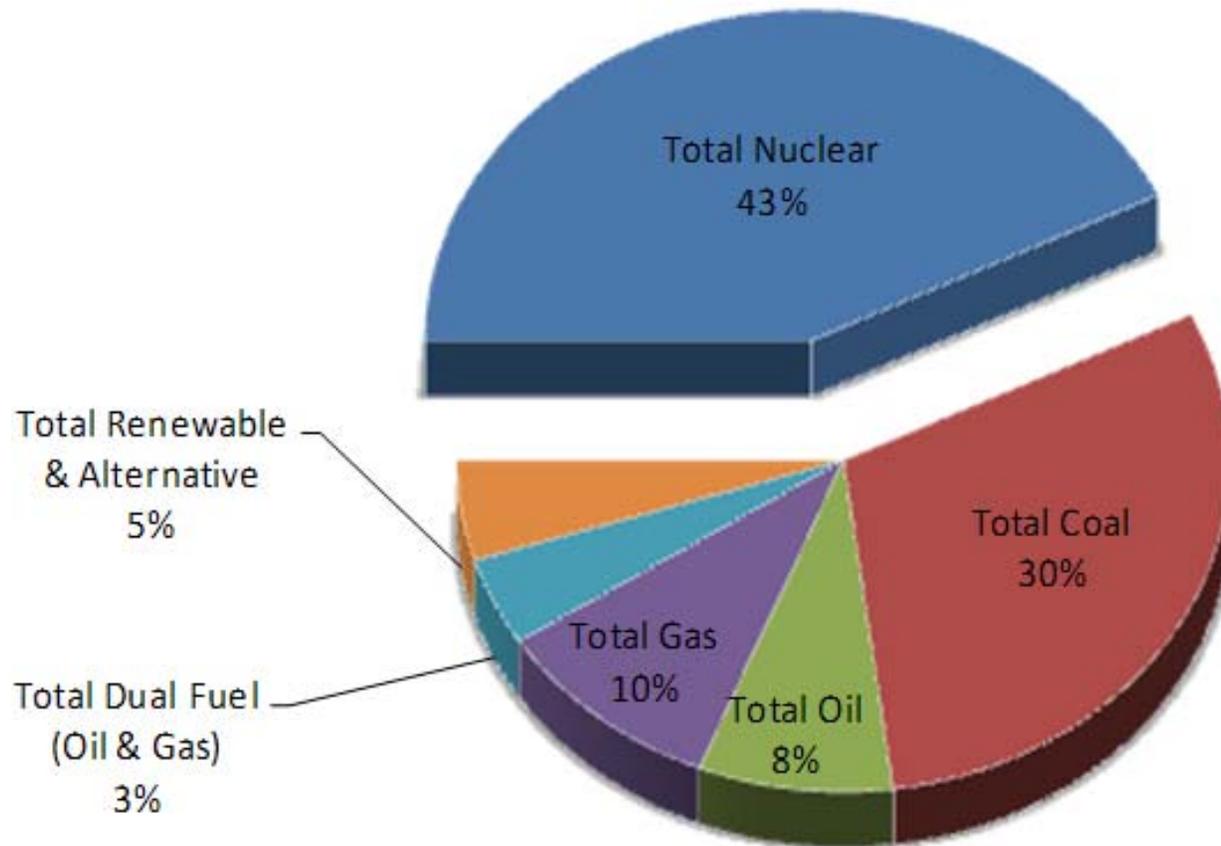


Constellation Assets

- 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



Culture

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



BGE Home Consolidated Customer Services

Business Continuity Plan

Coordinator:
ERIK SCHWINK
DIRECTOR CUSTOMER CARE
THOMAS MICHIE
MGR-ENERGY & COMFORT INSIDE SALE
JORGE STECCO
MGR-CUSTOMER CARE
GLENN MILLER
MGR-WORKLOAD PLANNING
Last Maintenance Date: February 23, 2010
Last Exercise Date: March 12, 2010

BC Office Representative:
MICHAEL EVANS
BUS CONTINUITY PLNG ANLST

Leadership signoff:
Signoff Date:

Origination Date: July 12, 2010

Constellation Energy Confidential Information

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



- IT Resources



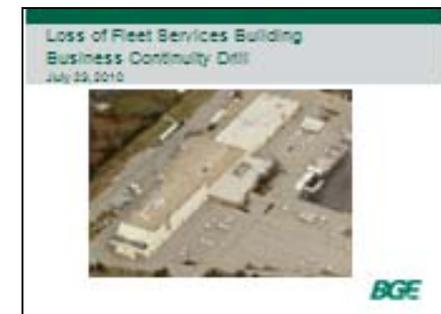
Tabletop Presentations

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

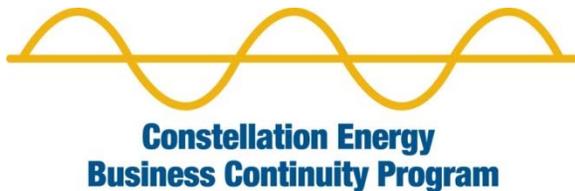
Business Unit Level Meetings

- Existing Scenarios/Tabletops
- Value Added
 - Development/Experience of the Group
 - Risk Mitigation
 - Knowledge Transfer



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



New EVACUATION PROCEDURES are in place for the Lord Baltimore Building

What is CHANGING?
LBB 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 area: 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 in 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 exits 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 so employees are in the know. For questions or more information, e-mail Business Continuity or visit our Web site <http://my.constellation.com/portals/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



JOIN US!
National Preparedness Month
Safety & Security Fair
September 15, 2010
10 a.m. to 2 p.m.
Candler Lobby

Learn how you can prepare for incidents that may occur in the workplace or at home.

This year's participants include:

Department of Homeland Security	CE Compliance
Baltimore City Police	CE Access Management
Maryland Coordination and Analysis Center (MCAC)	CE Information Risk
Baltimore City Emergency Management	CE Health & Safety
Maryland Department of Transportation	CE NERC CIP Compliance
American Red Cross	CE Security Field Operations
Maryland State Police	CE Information Security Operations
Lifecare	CE Messaging/Postini
Reit Property Management	CE Patching Lan/Desk
BGE Safety	CE Business Continuity

Giveaways and light refreshments available for participants!

 **Constellation Energy**

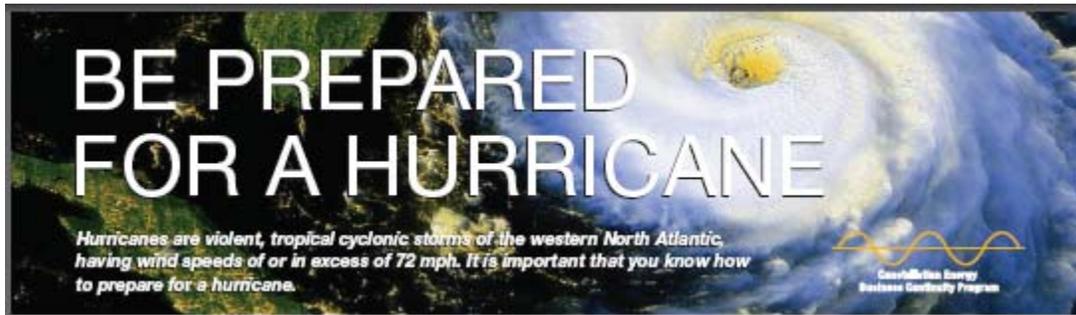
Valuable Materials / Resources – In House

A photograph showing the wreckage of a building, with twisted metal and debris, set against a background of a blue sky and a body of water.

BE PREPARED FOR AN EARTHQUAKE

Earthquakes are radical 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.

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A satellite image of a hurricane with a distinct eye, set against a dark background.

BE PREPARED FOR A HURRICANE

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

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A photograph of a dark, swirling tornado against a dark sky, with trees visible in the foreground.

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.

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Valuable Materials / Resources – In House

My Street Address for Emergencies Is:	
My Nearest Exit Is:	My Building Warden Is:
Location of AED:	Location of Office Emergency Supplies:
My Evacuation Assembly Area Is:	For Building Security, Call:
For Constellation's Security Operations Center, Call: 1-800-722-2455	For Fire, Police & Medical Emergencies, Call: 911




Emergency Procedures

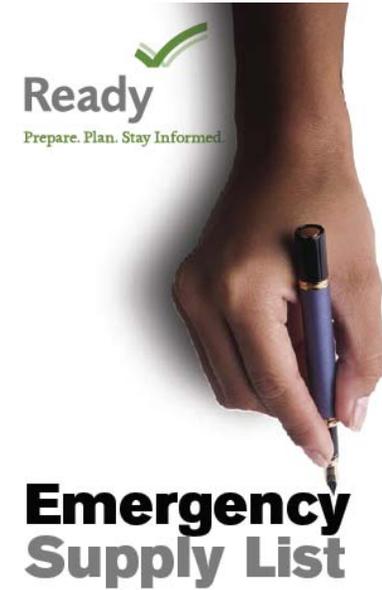
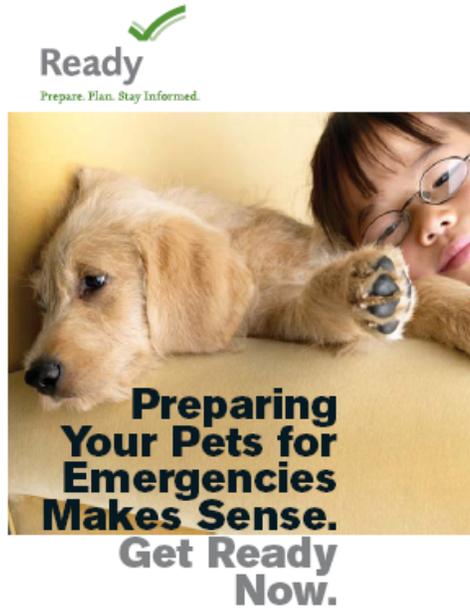



Bomb Threat

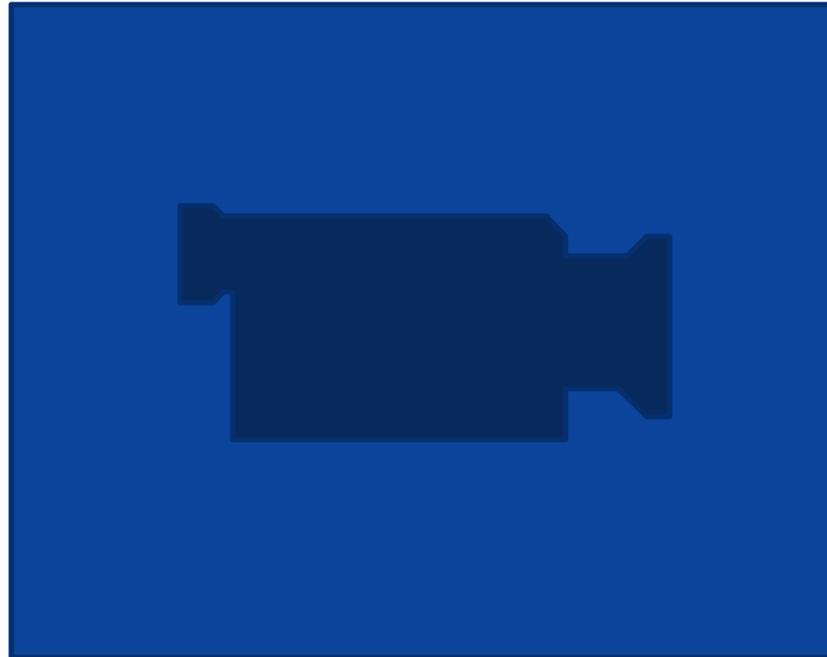
<p>Bomb Threat Checklist:</p> <p>Date of Call: _____</p> <p>Exact Time of Call: _____</p> <p>Exact Words of Caller: _____</p> <ul style="list-style-type: none"> • Stay calm and listen to the caller. • Attract the attention of a co-worker. Have them call Security and site supervision. • Get as much information as possible. Fill out the checklist provided here. • Immediately following the phone call, share the details of the call with Security. • If the bomb threat is determined to be credible by Security and Emergency Personnel, there will be an evacuation. 	<p>Questions to Ask:</p> <ol style="list-style-type: none"> 1. When 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 place the bomb? _____ 7. Why? _____ 8. Where are you calling from? _____ 9. What is your address? _____ 10. What is your name? _____ 	<p>Caller's Voice:</p> <p> <input type="checkbox"/> Calm <input type="checkbox"/> Stutter <input type="checkbox"/> Giggling <input type="checkbox"/> Stressed <input type="checkbox"/> Disguised <input type="checkbox"/> Slow <input type="checkbox"/> Deep Accent <input type="checkbox"/> Nasal <input type="checkbox"/> Sincere <input type="checkbox"/> Crying <input type="checkbox"/> Loud/Angry <input type="checkbox"/> Lisp <input type="checkbox"/> Squeaky <input type="checkbox"/> Slurred <input type="checkbox"/> Broken <input type="checkbox"/> Rapid <input type="checkbox"/> Excited <input type="checkbox"/> Normal </p> <p>If the voice is familiar, who does it sound like? _____</p> <p>Describe any background noises: _____</p> <p>Your name: _____</p> <p>Telephone number where call was received: _____</p>
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Bomb Threat

Valuable Materials / Resources – Existing



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

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