



Constellation Energy

Business Continuity Program Awareness

September 16, 2010

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Business Continuity Planning Analyst



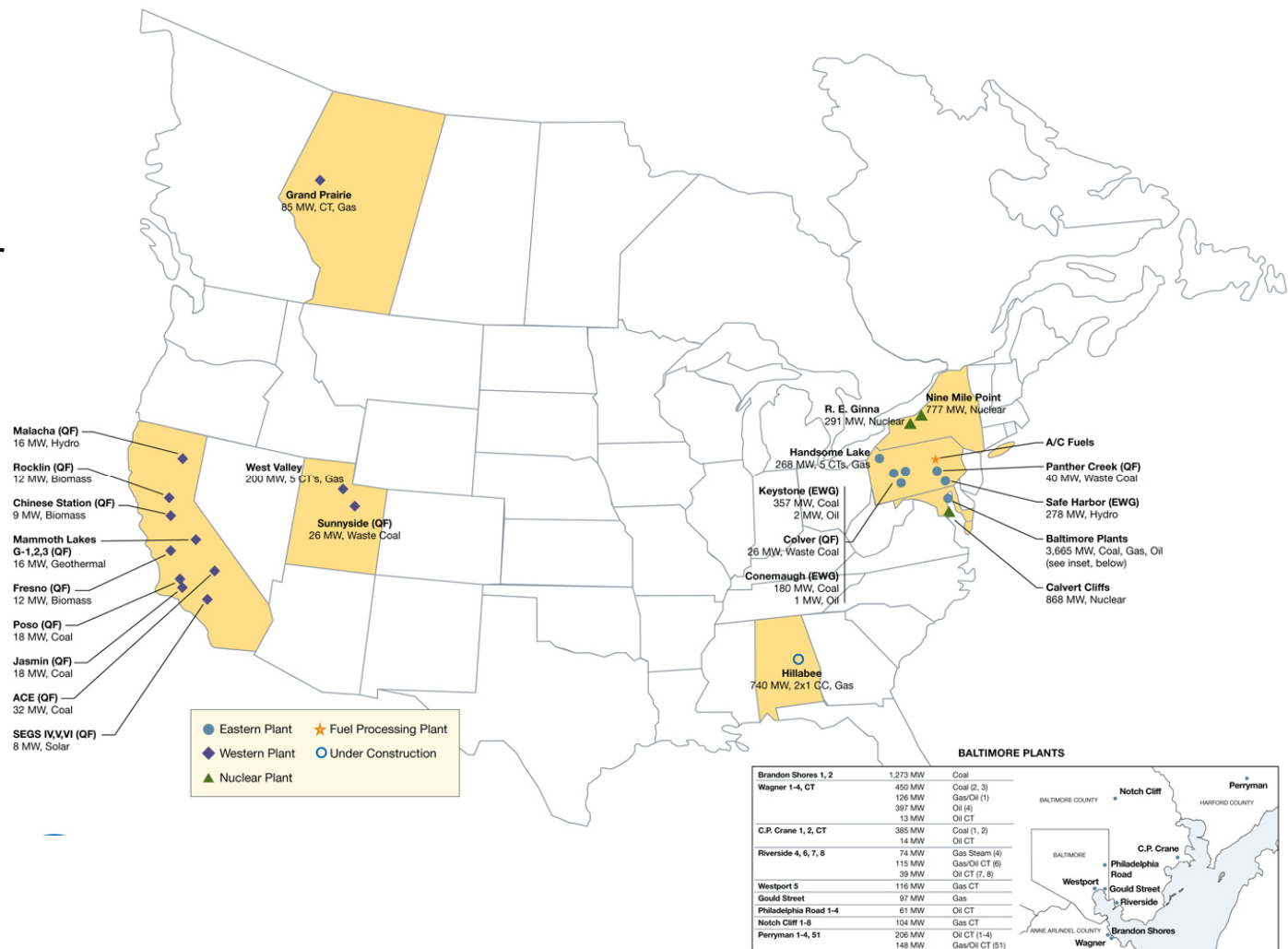
Constellation Energy is:

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

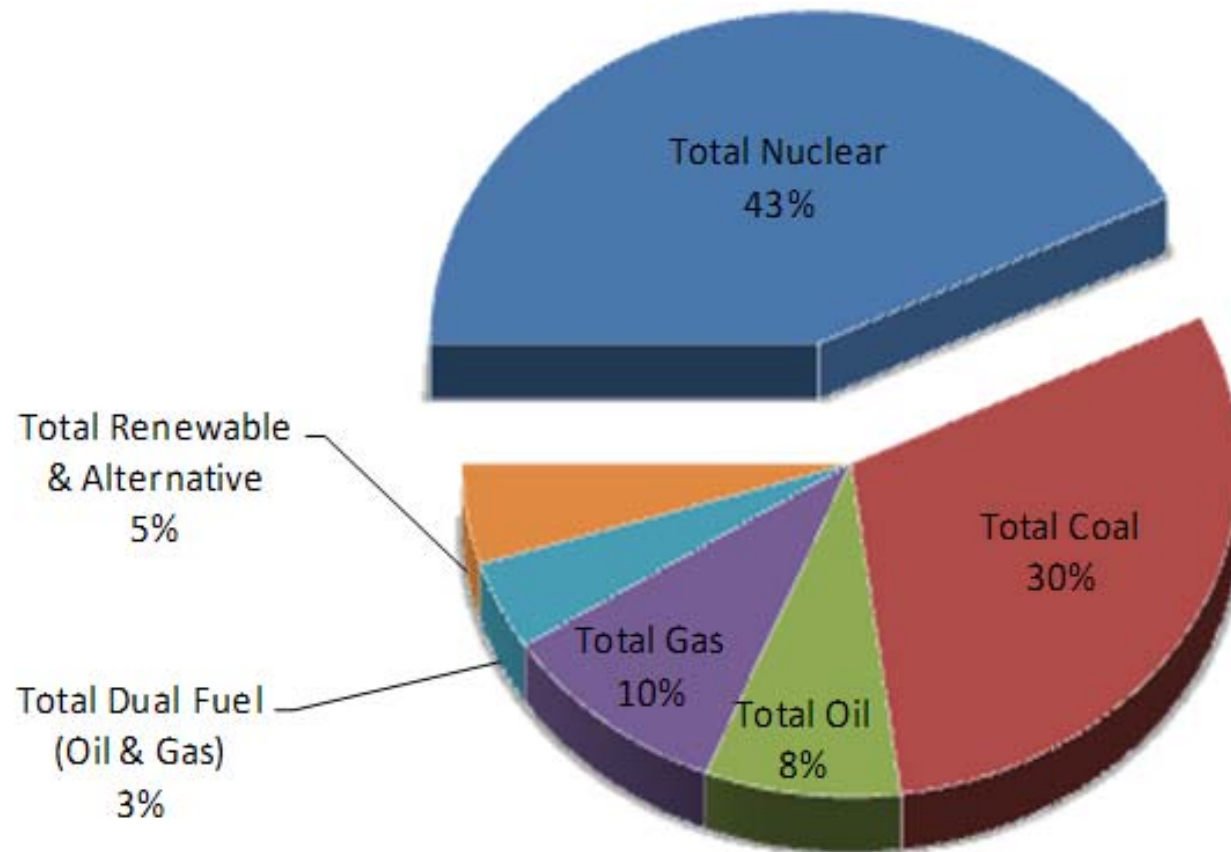


Constellation Assets

- 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	
<hr/>	
Coordinator: ERIK SCHWINK DIRECTOR CUSTOMER CARE THOMAS MICHE 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	
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BC Office Representative: MICHAEL EVANS BUS CONTINUITY PLNS ANLST	
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Leadership Signoff: Signoff Date:	
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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



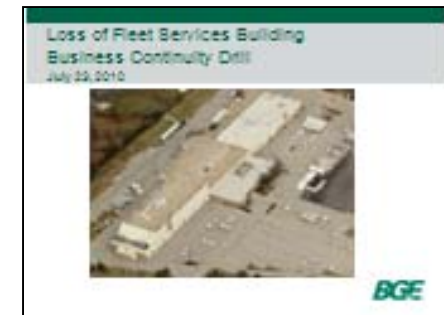
Tabletop Presentations

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

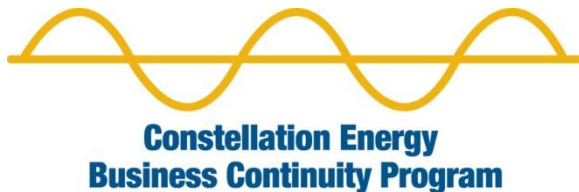
- Existing Scenarios/Tabletops
- Value Added
 - Development/Experience of the Group
 - Risk Mitigation
 - Knowledge Transfer



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



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/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



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
Relt 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



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

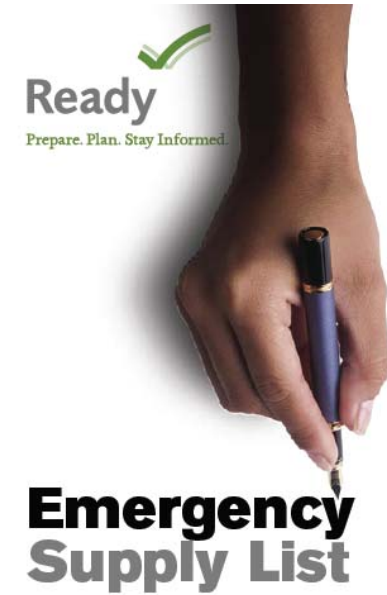



Bomb Threat

Bomb Threat Checklist: Date of Call: _____ Exact Time of Call: _____ Exact Words of Caller: _____ <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. 	Questions to Ask: 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? _____	Caller's Voice: <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 If the voice is familiar, who does it sound like? _____ Describe any background noises: _____ Your name: _____ Telephone number where call was received: _____
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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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