

**TABLE TOP DRILL AND INTERNAL & EXTERNAL COMMUNICATIONS
BASED ON THE BBT EMERGENCY OPERATIONS PLAN**

BBT EOP: DISASTER RECOVERY

In order to responsibly serve our customers and our communities, Big Bend Telephone Company, Inc., Inc. must be able to respond efficiently and professionally in all emergency situations, restore any lost service as rapidly as possible, and return the Company to normal working conditions.

To meet this commitment, Big Bend Telephone Company, Inc. will maintain an Emergency Operations Plan that meets or exceeds the requirements set forth by the Public Utility Commission of Texas. This plan will be administered by an Emergency Operations Committee consisting of designated management employees.

Every employee is directed to observe the authority of the Emergency Operations Committee during any declared emergency and in any other instance when the Emergency Operations Plan is activated, i.e., disaster drill.

During operational emergencies, employees are advised to remain available for immediate callout. They are also instructed to remain clear of any and all emergency operations unless directed by an employee, exercising the authority of the Emergency Operations Committee, to personally take part in the execution of the Emergency Operations Plan.

1.02 Purpose

The Emergency Operations Plan of Big Bend Telephone Company, Inc., has been developed to serve as the guide for quick response to a disaster or catastrophe within our service territories. This plan will address the requirements of handling emergency restoration of service in such situations and in accordance with sound business practices and Public Utility Commission of Texas Subst. Rule 26.51.

This plan is divided into sections to focus on, not only regional operations areas, but also departments within the corporate and operations groups. This plan will pinpoint distinct areas, but will concentrate upon restoration of service and the return to normal working conditions in the event of a disaster or catastrophe. Of paramount importance will be the safety and welfare of all employees.

It is the purpose of this plan to provide the mechanism to systematically restore service to all customers in the most effective and efficient means possible. This plan is not intended to be all inclusive, but serve as the guide for restoration. Sound and prudent decisions will have to be made dependent upon the circumstances that present themselves. Use of this plan will enhance those decisions.

THE BBT EOP // PANDEMIC PLAN

This Pandemic Plan will integrate with existing emergency plans, activities, and inventories and outlines additional actions needed to identify and prioritize essential functions, people, and material within the Company, as it relates to maintaining continuity of service, in times of a pandemic. The Pandemic Plan contains the following sections: planning and coordination, situation monitoring and assessment, prevention and containment, response, and communication.

Assumptions:

- Local governments have the primary responsibility to provide public health, mental health, and emergency medical services within their jurisdictions.
- Although there may be isolated pockets, the pandemic could affect the Company's entire service area.
- Depending upon when the pandemic occurs, the Company and its employees may have limited access to vaccine supplies, if applicable.
- While this plan focuses on continuity of service, the Company may need to use facilities to create temporary general purpose and special needs shelters in times of a pandemic.
- The emotional impact of a pandemic will strain individual and community coping skills and will result in the need for stress management support for responders, providers and the general public.
- Disseminating timely, consistent, and accurate information to public sector and private sector stakeholders, the media and the general public concerning the Company's ability to provide continuous and adequate service, is one of the most important facets of pandemic preparedness and response.
- While a pandemic may include any number of triggers or outbreaks, this plan primarily focuses on pandemics caused by influenza, which is considered the main pandemic threat in the U.S.

1. Planning and Coordination

The Company designates the following employee as its pandemic coordinator: General Manager *[proposed added: with succession flowing to the CFO then to the _____]*

The pandemic coordinator is responsible for training all employees on emergency operations procedures to be implemented during a pandemic. The pandemic coordinator will work closely with the Company's Human Resource Director to address healthcare needs and services related to the prevention of, treatment of, and recovery from a pandemic. In addition, the pandemic coordinator will designate a pandemic team who will assist in monitoring pandemic outbreak reports, assess implications on service continuity, conduct employee training, order necessary supplies and implement other specific strategies to reduce company exposure during a pandemic.

The pandemic team includes the following employees: _____ (GM), (Outside Plant Manager), (HR Director), (CO/Plant Tech.) & (Admin Support) *[Update proposed: Outside Plant Supervisor]*

The pandemic coordinator and team (“PC&T”) will conduct a meeting and exercise with all internal and external stakeholders at least annually to review emergency preparedness and response procedures specific to a pandemic. Planning and preparedness activities will include ordering vital supplies such as latex gloves, face masks, bottled water and antibacterial sanitizers. The PC&T will establish a pandemic information sharing center available to all Company personnel. The PC&T will designate team members to attend any public meetings that address pandemic response activities or planning efforts in the community.

The PC&T defines “essential” functions, goods, and services the Company requires to provide continual service as the following:

As a telecommunications service provider, the Company maintains an essential function to provide working telecommunications services and facilities at all times. In order to complete this task, the Company requires its network to be maintained in good working condition, with reliable and sufficient power supply and reserve generators or battery back-up available for all serving central office facilities. Therefore, personnel responsible for maintaining network reliance and ensuring reserve power supplies remain constant are considered essential employees (“EEs”). *Update proposed [“With implementation of VDI protocols; each employee has the ability to work from home to ensure integrity in the BBT network and to communicate with customers to address trouble issues” [as well as communicate with vendors and staff]*

Essential employees will be responsible for cross-training non-essential workers to perform essential functions. The Company may also call on recently retired workers or neighboring utility employees in the event of a pandemic.

2. Situation Monitoring and Assessment

The PC&T will monitor local, state and federal infectious disease surveillance resources to obtain important information that could impact the Company’s operations. Such resources may include state and county health departments or news reports. Upon review of any information pertaining to a potential pandemic, the Company will assess the risks of the situation and determine if there is an immediate threat to EEs or other company personnel. If a threat is imminent, the Company will proceed with prevention and containment activities identified below and response and communication activities as necessary.

3. Prevention and Containment

The Company will employ policies for all employees to practice non-pharmaceutical interventions to prevent infection and to contain disease. Such practices include standard good hygiene practices and encouraging sick employees to stay at home, or otherwise in confinement. The Company also encourages all employees and family members to receive available and recommended vaccinations. In the event that employees fall ill, the Company provides insurance benefits to allow for prompt treatment by a professional medical care provider.

4. Response

In a pandemic emergency situation, it is expected that notification and response will be initiated at the national or international level, followed by state and, finally, local level. The Company will coordinate with other utilities to consolidate essential functions and workers at critical pandemic trigger points. Additionally, the Company will stockpile strategic reserves for all essential supplies, material and equipment. A list of specific essential supplies is contained herein following this section. The Company will promptly seek medical consultation and advice for potentially ill workers and their families and for emergency responders. In addition, during a pandemic, the Company will establish flexible work-site and work hour policies to reduce unnecessary exposure for all employees. The Company will establish infection control policies for sick employees and reassign personnel who are at high risk to develop sickness. The Company will restrict travel to affected areas, or ensure that any necessary travel to such areas is managed with appropriate protective equipment and gear.

5. Communications

- a. Employees: The Company will use telephone, email and/or recorded announcements to provide employees with necessary information regarding when, if, and how to report to work following an emergency.
- b. Management: The Company will use telephone and/or email to provide company management and directors with all relevant information needed for the protection of employees, customers, vendors, and nearby facilities.
- c. Public: The Company will use its website and/or other forms of available media to update the public with assurances that the Company is utilizing all resources to protect workers and assure continuity of service.
- d. Customers: The Company will communicate with customers via any means appropriate to update customers on the status of products, services, and deliveries.
- e. Government: The Company will use all available means to communicate with authorities about Company response efforts and Company needs during a pandemic recovery period.
- f. Other Businesses/Immediate Neighbors: The Company will be prepared to give neighboring companies a prompt briefing on the nature of the emergency so they can assess their own threat levels.
- g. *Changes proposed here – include an Information Officer - the Public/Media contact person.*

BBT EOP: Emergency Tabletop Drill (2012) (INFLUENZA OUTBREAK)

Tabletop Roles and Responsibilities

Moderator : Rusty Moore

Role of moderator is to:

- Administer the tabletop
- Control the timeline
- Brief players
- Inject contingency messages
- Ensure objectives are addressed
- Provide feedback to players
- Lead discussion

Controller/Recorder :Meredith

Role of controller/recorder is to:

- Assist moderator and facilitate discussion among participants
- Record results of the tabletop (i.e., followup training, procedure revisions, successes or problems in meeting tabletop objectives)

Role Players : Meredith, Anna, Ben, Jim Tom, Ronnie, Keith, Heath, Beverly

Role players will:

- Inject questions from news media, public, congress and employees
- Provide feedback from news media, public, congress and employees

EOC Simulator : Rusty

The EOC simulator will:

- Serve as EOC management and technical advisor roles

Players

The players will:

- State response actions
- Observe other players' response actions
- Discuss response actions with moderator/other players

Tabletop Players and Participants

Players/Participants:

<Chief Technology Officer> Rusty Moore
<Central Office Supervisor> JimTom Cardwell
<Outside Plant Manager> Charlie Thomas
<Human Resource Manager> Beverly Meade
<Community Relations Manager> Meredith Horn
<Employee Communications Manager> Beverly Meade

<Media Monitor> [Rusty/Meredith](#)
<Administrative Support> [All Managers](#)
<Telephone Inquiry Staff Coordinator> [Traci, Anna,](#)
<City Public Information Officer> [Rusty/Meredith](#)
<State Public Information Officer> [Rusty/Meredith](#)

Tabletop Drill Objectives

1. Familiarize participants with use of tabletop drills to support training.
2. Describe individual roles and responsibilities for tabletop drill.
3. Given an operational emergency, make decisions for activation and staffing applicable response teams (i.e. management, technicians, communications, human relations, etc...).
4. Establish contact with the emergency operations committee (EOC) to communicate current emergency conditions and initial communication priorities and strategies based on the nature of the event.
5. Coordinate the review and approval process for emergency information release.
6. Coordinate the flow of information from company offices to public information officers, human relations officers and media contact officer.
7. Prepare accurate and timely initial and ongoing emergency information for the public, media and employees.
8. For outage scenarios, determine time needed to evaluate and repair facilities.
9. Identify any deficiencies in staffing. Designate first, second and third responders as appropriate.
10. Determine needs associated with equipment, supplies and inventory, including applicable contacts for vendors and neighboring utilities.
11. Given an operational emergency, describe how a heavy onslaught of public phone calls will be dealt with by phone responders.
12. Identify and evaluate overall effectiveness of emergency response. Document needs and assessment and revise EOP as necessary.

Tabletop Drill Scenario **Scenario:**

Pre-existing Conditions:

It is the afternoon of Monday, October 1, 2012. The company's operations and business offices are beginning their regular day. Normal safety and security conditions exist.

Event Scene – Business Office at 808 North Fifth Street in Alpine, TX

The office is in normal operations. Full day-shift staff on duty. All safety, technical and administrative procedures are in effect. Facilities are operating normally. Operations in the business office include normal operating activities.

Initiating Event(s):

- **DAY 1, MORNING:** At 10:00 a.m., the Business Office Manager (BOM) gets a call from staff in the Presidio office that there is an influenza outbreak in the Presidio and Redford exchanges. She goes on to explain that she is not feeling well and requests that someone from the Alpine office relieve her duties. The BOM arranges support staff to travel to Presidio and promptly notifies the Chief Technology Officer (CTO) of the situation. The CTO investigates the details of the outbreak, informs the President of the current situation and immediately calls for an all Managers meeting. The representatives in this meeting consist of the Business Office Manager, Human Relations, Controller, Outside Plant Manager, Engineering, Plant Operations, Network Operations, Facility Manager, IT Director and Warehouse Manager. This meeting is to share knowledge of the growing pandemic and collectively decide on the

next course of action. The Health Clinic is contacted, and it is reported that the outbreak has spread to all neighboring counties. The group decides that the Company will implement the Emergency Operations Plan as a precautionary measure. The Emergency Response Team (ERT) is alerted and begins to implement the Emergency Operations Plan as it pertains to a service area wide pandemic.

- **DAY 1, AFTERNOON:** Business office employees in the building are asked to put on face masks available in the supply closet, and keep a bottle of hand sanitizer on their desks, All business office employees are asked to stay quarantined within their department space until further notice, and to correspond with customers and coworkers electronically only until further notice. All outside plant technicians and construction technicians are asked to utilize their emergency kit (mask, sanitizer, etc.) on their truck and to avoid all customer interaction beyond electronic communication, unless advised by their supervisor. The CTO addresses the pandemic in a total company email statement.

- The ERT decides to close the business office, starting the following morning at 8:00 a.m., implementing social distancing guidelines to limit the spread of disease.

- **DAY 2, MORNING:** Seven employees are absent due to the pandemic. The CTO and the ERT meet to determine how to deal with spread of the virus, significant rate of staff absentees, and to establish an official statement to the company, media and public is developed. A deep chain of command is established in the event that key managers are ill and only available to work from home so that operations continue without interruption.

- The official customer statement is issued to all of BBT's serving area informing customers that the business office's in both Alpine and Presidio are closed until further notice but that normal operations will continue electronically by calling the 800 number. Cash payments are to be dropped in the designated receptacle for processing. Customers are advised to keep abreast of any information via BBT's website. The website is updated with a splash page which displays the official statement, along with links to the proper email addresses and phone numbers in order to communicate with the business office. The statement is also posted to all entrances of the business office.

- **DAY 2 AFTERNOON:** Calls from concerned customers being to pour in. Front desk, POC and Marketing help CSR's field calls and answer concerns based on the statement provided by management.

- **DAY 3, MORNING:** The CTO sends out an update to the company. Four more employees are absent due to illness. All four NOC employees are home sick, and all but one CSR are home sick.

- **DAY 3, AFTERNOON:** IT Department is tasked by ERT to provide protected access into the system to two NOC employees, so that the department is functional from home. Marketing is added to the CSR rotation to answer calls and take down customer information and requests to help alleviate call volume to the one working CSR.

- **DAY 4, MORNING:** Two more employees are out sick. CTO sends total company update, and also updates the health department.

- **DAY 4, AFTERNOON:** Managers have a conference call to monitor progress of orders, installs and troubles. Deadlines are extended to maintain social distancing guidelines, and some Alpine-based staff are commissioned to other exchanges based on needs due to absences.

- **DAY 5, MORNING:** The one employee absence reported is facilities technician. Entire facilities crew is out. CTO sends out total company update, and contacts health department with update.

- **DAY 5, AFTERNOON:** A failed generator is reported. Due to total facilities absence, ERT dispatches a construction employee to the site. The construction employee is able to fix the generator based on a facilities technician walking him through the process over a phone call.

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- **WEEKEND: Duty Supervisor Monitors Troubles as normal.**

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- **DAY 6, MORNING:** More than 60% of sick staff has returned to the office. The CTO calls the health department with an update and is advised that the pandemic has run its course, and the general population is now at low risk for contracting the virus. The CTO and ERT meet to

determine when and whether partial, incremental or full return to normal operation is most appropriate. New official statements are drafted.

- **DAY 6, AFTERNOON:** CTO sends a total company update announcing that the quarantine ban will be lifted the next day, and that the business office will reopen at 8:00 a.m. the next day. Office employees are instructed to continue to wear masks for the remainder of the week as a precautionary measure. An official statement for customers is issued on the website and to local news media outlets.

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Tabletop Time-line/Master Scenario Event List

TIME	MESSAGE/INJECT	ANTICIPATED RESPONSE
DAY 1	Influenza pandemic is reported by the health clinic, and the CTO activates the EOP.	<ul style="list-style-type: none"> ☐ CTO responds to emergency notification and contacts ERT and Management for a meeting. ☐ Staff is instructed to take precautionary safety measures: masks and sanitizers ☐ Decision to close the Business office is made. CTO sends statement to all employees via email.
DAY 2	Seven employees are absent. Customers are provided an update.	<ul style="list-style-type: none"> ☐ ERT and CTO meet to discuss loss of staff. CTO emails company update and provides statement to help answer customers. ☐ Customer calls start pouring in.
DAY 3	All in NOC Department are home sick. Only 1 CSR is well and at work.	<ul style="list-style-type: none"> ☐ IT Dept works to provide protected access into our system for NOC employees working from home. ☐ Marketing Department is asked to function as CSR – taking calls and orders as best as possible.

<p>Day 4</p>	<p>Mores staff absent. ERT and CTO meet to assess due dates, current work load, new installs, etc... in the wake of tremendous loss of staff.</p>	<p>Two healthy Alpine field techs are dispatched to other exchanges to fill in.</p> <ul style="list-style-type: none"> • •
<p>Day 5</p>	<p>All Facilities crew out sick. Failed generator is reported to Plant Manager.</p>	<p>Construction employee is dispatched on the trouble, and is able to fix the issue due to a phone call with a facilities tech who walks him through the process.</p> <ul style="list-style-type: none"> •
<p>Day 6</p>	<p>Phone calls from concerned community/serving area pour in.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Media manager drafts message for media, public and end users for management approval. <input type="checkbox"/> Healthy business office employees are set up to help field calls from home.
<p>11:00</p>	<p>The health department reports the pandemic is no longer a major health risk.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> ERT decides to reopen business office the following day, but health precautions will stay in place (masks, sanitizer, etc.) <input type="checkbox"/> ERT crafts and releases new statement to customers and media.

BBT EOP:

INTERNAL COMMUNICATIONS - EXAMPLE:

COVID-19 info to BBT Crew; hand-washing, hand sanitizer, prevention

HR OFFICE Laura Gold <laura.gold@bigbend.com>

Mon 3/2/2020 10:38 AM

To: Total Company <total.company00@bigbend.com>; Total Company 01 <total.company01@bigbend.com>

4 attachments (2 MB)

What if There's No Soap_Slate.pdf; Stop Touching Your Face.pdf; What to do if you are sick with 2019 Novel Coronavirus (2019-nCoV).pdf; What you need to know about COVID-19 Coronavirus Disease.pdf;

COVID-19 is a coronavirus producing flu-like symptoms. This coronavirus easily spreads person-to-person and from contaminated surfaces.

If you do get sick, stay home (A.K.A. self-quarantine), call to inform you manager, see your health care provider and stay home until you are well.

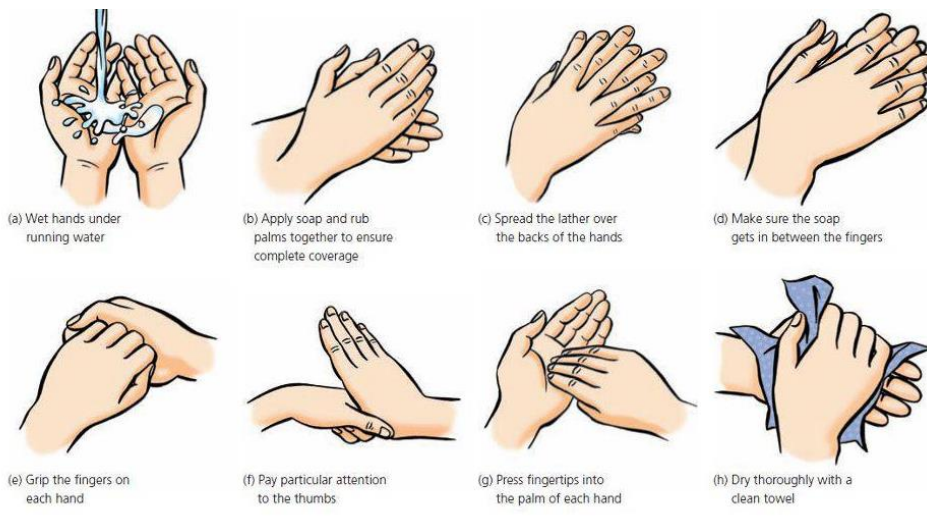
Refer to the CDC for current information to stop the spread or shorten the duration COVID-19 and other flu.

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

How do you deal with ill equipped public restrooms? No excuses - "What if There is No Soap" attachment has practical advice. When your hands are clean "Stop Touching your Face" if you do, wash your hands again.

<https://www.cdc.gov/handwashing/index.html>

Count to 20, slowly, and wash thoroughly. Be a hero, teach your kids, spouse and friends to do the same.



When and why to use hand sanitizer and what strength?

<https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html>

[Show Me the Science – When & How to Use Hand Sanitizer in Community Settings | Handwashing | CDC](https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html)

Why? Ethyl alcohol (ethanol)-based hand sanitizers are safe when used as directed, 23 but they can cause alcohol poisoning if a person swallows more than a couple of mouthfuls 24. From 2011 – 2015, U.S. poison control centers received nearly 85,000 calls about hand sanitizer exposures among children 25. Children may be particularly likely to swallow hand sanitizers that are scented, brightly ...

www.cdc.gov

Do take measures to keep yourself and your family safe. The way COVID-19 effects people is a rapidly evolving story. Keep an ear on the news and check with the CDC for new information.

ADDITIONAL LINKED FILES – RESOURCES