

## CANTO Hurricane Emergency Procedure Template

RESPONSIBILITY	STEPS	ACTIONS
<b>BEFORE A HURRICANE STRIKES (At the start of the Hurricane Season)</b>		
<b>BUILDING SERVICES MANGER OR DESIGNATE</b>	<b>1</b>	Ensures that the Hurricane Pre-season Checklists ( <b>Appendix 6</b> ) is completed and all buildings and Central Offices have been checked for secureness.
	<b>2</b>	Ensures that all necessary repairs are made.
	<b>3</b>	Secures all large pieces of equipment, which might be displaced during a hurricane.
	<b>4</b>	Ensures that shutters are installed at essential/critical locations.
	<b>5</b>	Obtains or revises the list of employees to form the Service Team.
<b>BCMPLAN LEADER/HEADS OF DEPARTMENT</b>	<b>6</b>	Establishes or revises the list of persons to form the Hurricane Team.
<b>VP NETWORK OPERATIONS</b>	<b>7</b>	Advise all employees at Essential/Critical Locations that they must report for duty if they are scheduled to do so at the time a hurricane is expected to strike.
<b>FLEET OPERATIONS LIAISON COORDINATOR</b>	<b>8</b>	Ensures that the fuel storage capacity is at the maximum.
<b>LINE AND FLEE OPERATIONS LIAISON COORDINATOR</b>	<b>9</b>	Ensure that all four-wheel drive vehicles are road worthy.
<b>BUILDING SERVICES MANAGER</b>	<b>10</b>	Ensures that all standby generators at essential/critical locations are in proper working order and have enough fuel to serve for at least one (1) week subsequent to a hurricane.
<b>BCM PLAN LEADER</b>	<b>11</b>	Ensures that all critical departments complete the Hurricane Emergency Checklist.
<b>ALL HOD's</b>	<b>12</b>	Completes and submits the Hurricane Emergency Checklist to the respective BCM Plan Leader.
<b>BCM PLAN LEADER</b>	<b>13</b>	Discusses and agrees on the requirements of the Emergency Hurricane Checklist.

<b>BCMPLAN LEADER AND HEAD OF DEPARTMENT</b>	<b>14</b>	Arrive at an agreement on the items to be obtained and signs the Checklist.
<b>HOD's</b>	<b>15</b>	Prepares Purchase Requisition and sends to the Purchasing and Supply Chain Group.
<b>NETWORK OPERATIONS AND CUSTOMER SUPPORT GROUPS</b>	<b>16</b>	Make internal arrangements to have VHF two-way radios available for use during the hurricane.
<b>PURCHASING AND SUPPLY CHAIN GROUP</b>	<b>17</b>	Send supplies to the line department. (At 48 Hours for food items, and at the start of the season for other items)
<b>HEAD OF DEPARTMENT OR DESIGNATE (for the respective area)</b>	<b>18</b>	Stores emergency supplies on site. Note: Supplies not used during the hurricane must be returned to the Inventory Management Department.
	<b>19</b>	Ensures that emergency supplies are transported to all remote locations, which will be manned during a hurricane.
	<b>20</b>	Ensures that there is adequate water supply for at least one week subsequent to the hurricane.
<b>EARTH STATION BCM PLAN LEADER</b>	<b>21</b>	Ensures that Earth Station Microwave dishes, feed and guy wires are checked.
<b>PRESIDENT</b>	<b>22</b>	<b><u>HURRICANE 48 HOURS AWAY</u></b> Directs that a bulletin be issued to all members of staff citing the relevant areas of this Plan.
	<b>23</b>	Activate the Emergency Operations Centre.
<b>SERVICE TEAM</b>	<b>24</b>	Installs hurricane shutters at critical locations.
	<b>25</b>	Check starter batteries and load test all standby plants.
<b>EARTH STATION BCM PLAN LEADER</b>	<b>26</b>	Secure all spare microwave dishes.
	<b>27</b>	Test INMARSAT terminals and store in a safe

		place.
<b><u>HURRICANE 24 HOURS AWAY</u></b>		
<b>EMPLOYEES AND SERVICE TEAMS</b>	<b>28</b>	Secure the company's property and equipment.
<b>EARTH STATION BCM PLAN LEADER</b>	<b>29</b>	Informs INTELSAT and connecting earth stations of the imminence of a hurricane and a possible stow of antennae.
<b>NETWORK PLANNING MANAGER</b>	<b>30</b>	Advises connecting administrations of the imminence of a hurricane.
<b>BCM PLAN LEADERS.</b>	<b>31</b>	Arrange transportation for the Hurricane Team to arrive at their location.
<b>RISK MITIGATION &amp; ENVIRONMENTAL PROTECTION MANAGER</b>	<b>32</b>	Obtains additional security personnel for all locations that will be manned during the hurricane.
<b><u>HURRICANE 12 HOURS AWAY</u></b>		
<b>HEAD OF DEPARTMENT (respective area)</b>	<b>33</b>	Ensures that all vehicles assigned to the department are parked in the safest area.
Note: All vehicles are to be parked as close as possible to minimise damage from flying objects and in such a manner as to protect the windscreen of the vehicles.		
<b>HURRICANE AND SERVICE TEAMS</b>	<b>34</b>	Report for duty to the assigned location.
<b>CUSTOMER CONTACT CENTRE</b>	<b>35</b>	Advises all ships in the area of the imminence of a hurricane.
<b>PRESIDENT/DPA TEAM AND BCM PLAN LEADERS</b>	<b>36</b>	Report to the Emergency Operation Center (EOC)
<b>BUILDING SERVICES MANAGER</b>	<b>37</b>	<b><u>HURRICANE 8 HOURS AWAY</u></b> Lowers all elevators to the ground floor and disable them.
<b>HEADS OF DEPARTMENT</b>	<b>38</b>	Sends home all employees who are not a part of the Hurricane or Service Team.
<b>HURRICANE TEAM AT</b>	<b>39</b>	Stows antennae(s) when wind speed exceeds one

<b>THE EARTH STATION</b>		hundred (100) miles per hour.
<b><u>DURING THE HURRICANE – ESSENTIAL/ CRITICAL LOCATIONS</u></b>		
<b>HURRICANE AND SERVICE TEAMS</b>	<b>40</b>	Endeavour to maintain telecommunications services and protect the Company’s equipment.
<b>SHIP to SHORE OPERATIONS</b>	<b>41</b>	Listens for and responds to signals and relays the information to the Coast Guard.

<b>SERVICE TEAM</b>	<b>42</b>	Provides support to the Hurricane Team by ensuring that any property damage, which occurs during the hurricane, which impacts on the work of the Hurricane Team, is repaired as best as possible.
<b>PRESIDENT</b>	<b>43</b>	Ensures that the following employees are present in the EOC: chairman, COO, RMRA Manager, VP Customer Support, VP Corporate Communications, VP Network Operations, VP Customer Contact Centre, VP Human Resources Manager, SVP Finance, VP Purchasing and Supply Chain, VP Corporate Accounts.
<b><u>AFTER THE HURRICANE</u></b>		
<b>PRESIDENT</b>	<b>44</b>	Provides directives on the deployment of staff and priorities in the restoration exercise.
<b>HOD’s/PARISH REPRESENTATIVES</b>	<b>45</b>	Records all instances of damage on the Damage Report (Exhibit 1) Form and submits it to the Vice President in charge of the functional area.
<b>VICE PRESIDENT, FUNCTIONAL AREA</b>	<b>46</b>	Routes all Damage Report forms to the Risk Management Department.
<b>HOD’s</b>	<b>47</b>	Assess damage in functional areas and initiates repairs.
<b>NETWORK OPERATIONS AND CUSTOMER SUPPORT GROUP</b>	<b>48</b>	Maintain record of all temporary repairs, which have been made, for example, repairs to cables.
<b>NETWORK OPERATIONS MANAGER</b>	<b>49</b>	Establish INMARSAT terminals in the event that international links have been severed.
	<b>50</b>	Establishes at least one means of communication to

		link the restoration teams island wide.
<b>CUSTOMER SUPPORT DEPARTMENT</b>	<b>51</b>	Liaises with the electricity and power supply companies in order to protect customer cables from being damaged in the restoration exercise of these companies.
<p><b>Note: Priority should be given to the restoration of service in the following order:</b></p> <ol style="list-style-type: none"> <li>1) International and Inter-toll trunks</li> <li>2) Inter-office trunks</li> <li>3) Essential customer lines</li> <li>4) Premier, Major and Key customers</li> <li>5) Other customers</li> </ol>		

