

VMD Association of Electric Cooperatives

Business Continuity Plan as of 1.2.23

This plan supersedes all other BCP plans developed by the Association effective 1.2.23.

The intention of this document is to put in writing the immediate work location of all Association employees if our building at 4201 Dominion Boulevard is made unusable due to an accident, fire, terrorism, etc. and staff must temporarily carry out their duties from an alternate location.

Notification:

If the building becomes unusable while employees are off duty, the first responsibility will be for management to communicate with all staff. IMT (Incident Management Team) personnel will notify Brian Mosier, President & CEO, first in this event.

All communications should proceed according to the attached guidelines (page 2) using the Association organizational chart (provided).

The department heads (Scruggs, Vehorn, Brumberg, MacDonald) are to contact Brian Mosier to verify that everyone under them has been reached.

During the notification process, Brian will determine whether department heads are to work from home or report to our emergency work facility – the Training Center in Palmyra, VA. (1293 Salem Church Road – 804.297.3495)

If it is determined that a Richmond area location is needed for Association management to meet in the immediate aftermath of an incident, a Crisis Communications Center will be set up at the Richmond Marriott West (804/965.9500). This will be arranged by the Director of HR and Administration to the President & CEO. She will also arrange to have the main VMD phone line (804.346.3344) and fax line (804.346.3448) routed to the hotel. She will also arrange for meeting spaces for employees to work.

In some situations it would be best to work from home, depending on the current workload and projects. Likewise, department heads will discuss with team members where they should work from and for how long. Many employees only need a telephone, a computer and internet access to work effectively from any location. In many instances these employees would be best served to work from home. For some, their jobs require frequent travel. These employees will be affected least by the Glen Allen building becoming unusable.

Notification Guidelines:

Place calls. Make copies and record all call information on page 3.

“May I speak with (name)?”

Give a brief description of the problem. Ask them not to make any public statement regarding the situation and not to contact other employees at this time.

Request the following information from each employee:

1. Do you have a VMDAEC laptop computer available to use?
2. If not, do you have a personal computer available to use?
3. Do you have access to the internet?
4. Do you have a cell phone?
5. Are there any other needs that need to be addressed?

If the employee is not at the number you called, ask where you can reach them: “Where may I reach (name)?” **DO NOT DISCUSS THE SITUATION WITH PERSON ANSWERING THE PHONE.**

If there is no answer, do not leave a message on a general voicemail. *However, you CAN leave a message on a personal cell phone voicemail.* Record the time and day on page 3. Periodically continue to call again until contact is made.

If a phone number has been disconnected or is invalid, try to obtain a valid number for the employee. Please report any incorrect contact information to the Director of HR and Administration.

Notification Form:

In the code section, please indicate where they will be working if they are able to do so:

1 – Home

2 – Palmyra Training Center

3 – Other location

Contact Name	Computer?	Internet?	Cell phone?	Work Location? Use code	Additional Information:

Signature: _____

Date: _____

Priorities:

1. Contacting the 15-member cooperatives: President & CEO will send out an email to CEO's and EA's to let them know the Glen Allen building is unusable. (All staff must have a copy of the Association Directory at their home or access on-line.) Let them know the situation and how they may reach each department most efficiently. The Association staff should be accessible to members during all business hours. Once the notifications have been made, the Director of Public Affairs will coordinate with ODEC's director of communications and PR to draft a news release for distribution to statewide news outlets. The release will include phone numbers and emails for media to use to contact the Association for information during the displacement.
2. Protect any confidential, important information and any irreplaceable material involving any projects the Association is engaged in. The facilities manager will be contacted to help determine whether the building can be accessed. **NO EMPLOYEE WILL ENTER THE BUILDING WITHOUT THE EXPRESS PERMISSION OF PRESIDENT & CEO OR IMT.** Once given the clearance from the Immediate Response Team, each team will gather and identify any items that can be salvaged. Coordinate with IMT as to where we should store the salvageable items.
3. Senior Staff will determine how current projects are to proceed. There is an assumption in this plan that the server will be accessible to staff and all work and information saved on SHARED drives will be available for use within 48 hours of the building damage. If this is not the case, work products will be seriously limited.
4. Department heads will determine what outside companies need to know about the situation. This will include NRECA, creditors, insurance companies, contractors, printers, etc. Mail delivery will need to be stopped and rerouted to PO Box 2340 in Glen Allen. The V.P. of Safety Training and Education will contact Federated insurance to file an initial report, begin a claim and request any assistance. The following companies/contractors have been identified as needing to be notified immediately if our building and telephone system is unusable:

NRECA	703/907.5500
Federated Insurance	800/356.8360
Quad Printing	414/566.6000
Northwest Lineman College	888/546.3967
Randstad	804/217.9158
UPS	800/742.5877
Pitney Bowes	804/683.6141
Canon	804/270.4828

FedEx	800/463.3399
US Postal Service	804/270.2846
Verizon	804/527.6344
Staples	877/826.7755

5. Set staff up accordingly so that work can continue (home, training center, etc.). The priority is for the magazine production to be operational, so that revenue continues to generate. Make determinations as to when the executive staff will need to meet as a group at our Palmyra training center.
6. The President & CEO and Senior Staff will be in constant contact reporting in daily using the Executive team's conference call number. Designated time will be decided by the President & CEO.

PHONE NUMBER: 866.213.1863
 HOST: 3717
 ACCESS: 4321825

Continuity:

Jon Reed, Property Manager, will send out text alerts to Brian on the status of the building. Until the Glen Allen building can be repaired or replaced, the Training Center in Palmyra will be the location where staff meets when necessary. Classes that were to be held in Glen Allen can still be held there if needed. This building will also serve as a location for "storm centers" when staff must meet by teleconference with member staff to plan and coordinate assistance.

The President & CEO will assign the staff to give regular updates to NRECA, creditors, etc. and in daily contact with members to keep them abreast of our location and how we may be contacted until we are back in the Innsbrook office in Glen Allen.

If it is determined that we cannot return to the building, a Restoration Plan of Action will need to take place. If we are unable to return to our office building for an unforeseen amount of time, staff will be looking for nearby office spaces. The President & CEO and Senior Staff will work with IMT, the legal team and our insurance company to find a new location. New purchase orders will be placed for work surfaces, faxes, printers, computers, etc.

Additional Phone Numbers of the IMT:

Marcus Harris	Cell: 803.331.7929
Chris Cosby	Cell: 804.357.4897
Brian Mosier	Cell: 804.356.5688
Bryan Rogers	Cell: 804.502.4538
Kirk Johnson	Cell: 703.887.0706