



Northeast Florida Telephone Company, Inc

November,9 2022

*Adam Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850
Florida Public Service Commission*

Re: Rule 25-18.020 Docket no. 20220000-OT

ATT: Division of Engineering

Dear Penelope Buys,

Attached for Filing, please find the Northeast Florida Emergency Response and Storm Restoration Procedures and Protocols for NEFTC, pursuant to section 5 of rule 25-18.020, Florida Administration Code.

Acknowledgement, date of receipt and authority number of this filing are requested. Your consideration and approval will be appreciated.

If you have additional questions, please contact me at (904) 259-0649

Sincerely,

Klate Hancock
General Manager (Nefcom)
Cell (904) 229-5799
Office (904) 259-0649

Your Quality Service Communications Provider For Over 50 Years
130 North 4th Street • Macclenny,

Northeast Florida
Telephone Company
**EMERGENCY
PREPAREDNESS
PROGRAM**

November 8, 2022

Nefcom Emergency Preparedness Program 2022

NEFTC Emergency Preparedness
Issued - November 8, 2022

EMERGENCY PREPAREDNESS AND RECOVERY PLANNING PROCEDURES
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I. INTRODUCTION

An emergency is any unplanned event that can cause deaths or significant injuries to employees, customers or the public, or that can shut down our business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image. They can occur in the form of hurricane, flood, tornado, blizzard, fire, terrorist attack, earthquake or pandemic. They all have one thing in common they can cause extensive damage to the company's physical plant and/or wide spread loss of service to its customers. Damage may be selective or in any combination of central office, outside facilities, terminal equipment, or personnel.

Emergency preparedness and recovery planning are continual processes of creating, testing, and maintaining policies and procedures the Company will follow should a disaster occur. Reasons for initiating procedures:

- a. Fulfills the Company's moral responsibility to protect employees, the community and the environment;
- b. Facilitates compliance with regulatory requirements of Federal, State, and local agencies;
- c. Enhances the Company's ability to recover from financial losses, loss of market, damages to equipment or products or business interruption;
- d. Reduces exposure to civil or criminal liability in the event of an incident;
- e. Enhances the Company's image and credibility with employees, customers, suppliers, and the community;
- f. Minimize the extent of interruption to routine operations
- g. Provide trained personnel to handle emergency conditions and recovery operations.

Numerous events can be emergencies such as:

- | | | |
|------------------------|----------------------------|-------------------------|
| *Fire | *Hazard materials incident | *Flood or flash flood |
| *Hurricane | *Tornado | *Communications failure |
| *Radiological accident | *Civil disturbance | *Explosion |
| *Pandemic | *Severe weather | *Utility outages |
| *Terrorist attack | *Earthquake | *Blizzard |

The type of emergency and the extent of the damage must guide the actions of the company in time of the emergency.

To Stay In Business the Company Must:

- a. Provide a safe environment for its employees, customers, and the community,
- b. Provide telecommunication services,
- c. Identify and collect receivables (source and amount),
- d. Identify and pay payables,
- e. Comply with contractual obligations.

Vital Records and Data Bases for the above essential activities are:

- a. Digital switch,
- b. Line and station cards,
- c. Plant and engineering records,
- d. Customer billing records,

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- e. Payroll and other payables,
- f. Maintenance and internal policies and plans, safety and health programs, fire protection, security procedures, insurance programs, finance and purchasing procedures, capital improvement programs, risk management plan.

II. AUTHORITY DESIGNATION

NEFTC will have designated company representatives with the authority to declare the need to begin preparation for a possible upcoming emergency or declare an emergency. This designated Emergency Director shall be responsible for determining the type of event and the appropriate company response. The designated Emergency Director has the authority to respond to the adverse event as needed to ensure that the company employees are protected and that the company's service goals are met. The designated representatives are shown under the individual company sections.

The designated Emergency Director has authority over all emergency operations once declared or initiated. The alternate will assume the authority should the designated Emergency Director be unavailable. The Emergency Director or their alternate shall be responsible for keeping senior management informed and implementing their directions for coordinating the overall response to any adverse event. All company supervisors and managers will report to the Emergency Director for instruction and follow up for the duration of the adverse event.

In the event of a Terrorist Attack, Pandemic, or other national emergency, the designated Emergency Director shall determine the possible impact on the company. Then in coordination with the responsible government agency (CDC or Homeland security) they will determine the best course of action to respond to the emergency and protect the company's interest, its employees and customers.

A. COMPANY SPOKESPERSON

The Emergency Director in coordination with senior management will designate a company Spokesperson. The Spokesperson will handle all contact with the news media and respond to questions from sources outside the company. All other company personnel will refer all media contacts and questions from third parties to the Spokesperson; they will serve as the single voice of the company for the duration of the emergency.

B. EMERGENCY OPERATIONS CENTER (EOC)

The emergency operations center (EOC) will serve as a centralized management center for emergency operations and will be equipped with radio equipment and cellular telephones and back up power so communications can be maintained between the emergency operations center and work crews. The Emergency Operations Center locations are shown in the individual company section.

C. EMERGENCY OPERATIONS CENTER RESPONSIBILITIES

The EOC will be responsible for the following:

- Providing restoration coordination
- Directing allocation of resources
- Receiving and evaluating damage reports and other pertinent information
- Coordinating purchasing of equipment and material
- Establishing communications to other emergency centers, telephone companies and government offices
- Notifying local authorities, police, fire, hospitals, etc.
- Providing emergency telephone service as needed
- Providing protection to employees and company property

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- Coordinating with other utilities such as gas, electric, water, etc.
- Advising the company spokesperson of the magnitude of the disaster and status of restoration
- Implementing Network controls as required
- Arranging to extend or activate operation support systems such as customer records, engineering documentation, material, etc., necessary for restoration efforts
- Identifying critical government communication services in the damaged area
- Coordinating with law enforcement and other government officials
- In the case of a Terrorist attack or Pandemic they will coordinate with the Department of Homeland Security and CDC as necessary

III. ADVANCED PLANNING

1. Provide training exercises and drills.
2. Once a year before the beginning of hurricane season, winter season or other known adverse event the company should conduct an inventory of all available emergency and first aid supplies. This includes materials to protect and secure buildings. Items that need to be kept on hand include:

Sheets 5/8" Marine Plywood or	tarps
Storm shutters	rope (500 feet)
Screws	flashlights
Nails	extra batteries
Hammers	battery operated radio
Drills	matches (stored in water proof container)
Screwdrivers	first aid kits
Duct tape	lantern (fuel)
Anchors/tie-downs	fire extinguishers
Plastic trash bags	insect repellent
Boxes	Hand Sanitizer
Masks	Plastic Sheeting
Gas Cans	Portable Generators
Tire Chains (Snow & Ice)	

Water (1 gallon per person per day-3 day supply)
 Can opener (non-electric)
 Utility knives
 Non-perishable canned or packaged foods (one-week supply)
 Canned beverages
 Plastic silverware, disposable plates & napkins
 Bleach (water purification and disinfection)
 Towelettes, toilet paper

Supplies will be boxed up and labeled for easy distribution to departments.

3. On an annual basis before the season, inspect roof edging strips, gutters, flashing, covering, and drains. Clean debris from gutters and drains to prevent them from clogging and holding water.
4. Building blueprints, building pictures, pictures of office equipment, videos, insurance records shall be updated before each year. A copy will be kept in the company safe.
5. Central Office Manager and Technicians should be prepared to set up designated lines for emergency use.

6. Back-up copies of vital information from each department should be stored at another location. Each department, where applicable, should maintain a computer media back-up schedule.
7. Portable cellular telephones will be available for use at the Emergency Operation Center.
8. Coordinate emergency plan with city/county officials and utilities.
10. The Emergency Director is the telephone company's contact person with Federal, State and County officials and the National Guard.
11. The Emergency Director will be the contact and coordination liaison with electrical utilities and other telephone utilities.

A. Advanced Preparation - All Departments and Offices

At the beginning of an adverse event each department manager will be responsible for securing their department and making the following preparations before evacuating the building if it is safe to do so.

1. Departments must back up and protect all vital records. Important computer media, records, documents, papers, insurance records, etc., must be protected from water and fire.
2. To the extent possible management will insure that employees and their families have a safe place to wait out the event.
3. When feasible, the Plant and Central Office Managers should place an order to have the gasoline and diesel tanks filled by distributors.
4. Building equipment, calculators, copiers, water fountain coolers, and miscellaneous office machines will be unplugged and all breakable items secured. All Air/heat conditioning units in all buildings must be turned off before exiting.
5. The Emergency Director will insure that supplies are delivered to department managers. All major equipment such as computer terminals, printers, office machines, electronic equipment, will be covered with plastic and secured with masking or duct tape and placed at the highest elevation possible. No equipment should be stored on the floor due to flooding. Vital equipment and records should be stored in a protective environment covered in plastic to prevent water damage. Place equipment away from windows.
6. Refrigerators and ice machines in each building are to be turned to the coldest selection to preserve foods and ice should electrical outage occur.
7. The Customer Services Department will contact customers whose telephone service is classed special consideration and inform them of the possibility of service outages during and after the event.

Building and Outdoor Preparations

8. Designated employees will be responsible for ensuring building windows are secure and taped with duct tape or boarded up (preferred) if necessary, securing outdoor items, air/heat conditioning systems are turned off, propane gas tanks are turned off at the tank, and any other procedures to provide the best protection of buildings and equipment from fire, wind damage, and water damage.
9. Once departments are prepared and secure, the department manager should inform the Emergency Director and be prepared to assist in other areas.

When buildings and work areas are secured employees will be released by their manager.

I. Checklist-Building Protection and Securing Outdoor Items

- A. Windows and glass doors taped or boarded up.
- B. Anchor structures in the yard than can be moved by high winds, such as trailers, poles, or any loose yard storage. Move materials inside if possible.
- C. Close off propane gas tank lines or valves at their source.
- D. Close off gas lines or valves at underground gas tank.
- E. Place sandbags at vulnerable building openings to hold water out or use to anchor equipment.
- F. _____
- G. _____
- H. _____

B. ACCOUNTING DEPARTMENT

Advanced Planning

Property inventory records should be updated on an annual basis. Canceled checks, invoices or other papers that will assist the adjuster in obtaining the value of the destroyed property should be kept on hand.

Advanced Preparation

Each employee will back up his or her own files and personal computers. The diskettes or tapes are to be stored in a protective storage case and placed in the fireproof cabinet or company safe. Information and records that are essential to the restoration of operations should be protected first. Essential hard copy files that have not been microfilmed or scanned will be stored in boxes covered with plastic to protect them from water damage. Microfilm tapes must be secured in a protective box and plastic bag and stored in a cabinet or desk. Back-up records will be stored at another location off premise as designated by the manager.

All computer terminals, printers, copiers, adding machines, and electronic equipment will be unplugged and covered with plastic to protect them from water damage. Equipment, machines, records, or files that are located on the floor must be placed on top of the desks or tables to protect from floodwater. Place as many items as possible in cabinets and desk drawers. Items should be stored away from windows.

Accounting records stored at other locations should be protected from water damage by placing them in heavy-duty plastic bags and sealed.

PREPAREDNESS CHECKLIST

Department: ACCOUNTING

I. Back-up Personal Computer Records and Programs.

- A. _____
- B. _____
- C. _____
- D. _____

Backup copies stored at the following location: _____

II. Hardcopy/Microfilm Records Protection

- A. Filing Cabinets
- B. Microfilm Tapes
- C. Records Stored at Other Locations
- D. _____
- E. _____

III. Work Station Protection

- A. Personal Computers
- B. Printers
- C. Calculators
- D. Telephones
- E. _____
- F. _____
- G. _____
- H. _____
- I. _____

C. CENTRAL OFFICE

Advanced Preparation

The Central Office will implement the following preparation procedures:

- A. Ensure that diesel generator tank is full of fuel and any other equipment that requires fuel.
- B. Central office personnel will be dispatched to each central office remote building to secure the equipment and building. These preparations will include:
 - a. Removing equipment, cards, and records from floor level and placing on desks and tables or above racks.
 - b. Unplugging non-essential devices or equipment.
 - c. Placing spare cards and testing equipment on top of racks.
 - d. Placing towels, rugs, or sandbags up against the thresh holes of alternate entrances/exits to act as a barrier against water seeping under doorway.
 - e. Hard copy records must be placed in plastic bags and sealed to protect against water damage.
- C. If applicable, generators will be fueled and deployed to remote offices.
- D. Each employee will back up his or her files and personal computers. The back-up diskettes or tapes are to be protected and stored off premise at a location designated by the manager. Information and records that are essential to the restoration of the company business should be protected first. Essential hardcopy files that have not been microfilmed will be stored in boxes covered with plastic to protect them from water damage. Back-up records will be stored at another location off premise as designated by the manager.
- E. Once preparations are complete and the time comes to evacuation the building, the daily toll information should be forwarded to the billing company.
- F. Refer to contact list of vendors, suppliers, or telephone associations for assistance in restoring or replacing damaged equipment. This list is to be updated on an annual basis.
- G. Special attention will be given to keep lines available for the emergency services and in the restoration process:

D. CUSTOMER SERVICES DEPARTMENT

Customer Service Manager or Supervisor will contact the Emergency Operations Center and obtain listing of critical telephone number/priority service facilities (hospital, nursing homes, ambulatory service, etc.)

Each employee will back up his or her own files and personal computers. The back-up diskettes or tapes are to be stored in a protective case covered in plastic and stored off premise at another location as designated by the manager. Information and records that are essential to the restoration of the company business should be protected first. Essential hardcopy files that have not been microfilmed or scanned will be stored in boxes covered with plastic to protect them from water damage. Filing cabinets with vital information will be covered with plastic tarp and taped. Microfilm tapes must be secured in a protective box and plastic bag then stored in a file cabinet or desk.

All computer terminals, printers, copiers, adding machines, and electronic equipment will be unplugged and covered with plastic to protect them from water damage. Equipment, machines, records, or files that are located on the floor must be placed on top of the desks or tables to protect from floodwater. Items should be stored away from windows.

PREPAREDNESS CHECKLIST

Department: CUSTOMER SERVICES

I. Back-up Personal Computer Records and Programs.

- A. _____
- B. _____
- C. _____
- D. _____

Backup copies stored at the following location: _____

II. Hardcopy/Microfilm Records Protection

- A. Filing Cabinets
- B. Microfilm Cassettes
- C. Old Accounts Files
- D. _____
- E. _____

III. Work Station Protection

- A. Personal Computers
- B. Printers
- C. Calculators
- D. Telephones
- E. Cash Drawers Locked in Safe
- F. _____
- G. _____
- H. _____
- I. _____

E. REVENUE AND REGULATORY DEPARTMENTS

1. These department areas should back up and protect all vital records. Important computer media, records, documents, papers, insurance records, etc., must be protected from water and fire.
2. Building equipment, microfilm equipment, calculators, large copier, small copiers, water coolers, and miscellaneous office machines will be unplugged and all breakable items secured. Air/heat conditioning units in office areas must be turned off.
3. All major equipment such as computer terminals, printers, office machines, microfilm equipment, electronic equipment, will be unplugged and covered with plastic. No equipment should be stored on the floor due to flooding. Vital equipment and records should be covered with plastic and taped to prevent water damage. Place equipment up off of the floor and away from windows.
4. Refrigerators and ice machines in each building are to be turned to the coldest selection to preserve foods and ice should electrical outage occur.
5. Filing cabinets should be covered with plastic tarp and taped.

PREPAREDNESS CHECKLIST

Department: Revenue and Regulatory

I. Back-up Personal Computer Records and Programs.

- A. _____
- B. _____
- C. _____
- D. _____

Backup copies stored at the following location: _____

II. Hardcopy/Microfilm Records Protection

- A. Filing Cabinets
- B. _____

III. Work Station Protection and Kitchen Area (Unplug and Protect)

- A. Personal Computers
- B. Printers
- C. Calculators
- D. Telephones
- E. VCR
- F. Television
- G. Water Cooler
- H. Coffee Machine
- I. Stove
- J. Microwave
- K. _____

F. DATA PROCESSING DEPARTMENT

The Data Processing Department maintains records vital to a majority of the departments. Backup is performed on a daily basis and stored. When possible a complete backup will be completed prior to powering down the mainframe and servers, a copy will be stored in the fireproof safe and a copy will be evacuated with the manager.

Each employee will back up his or her own files and personal computers. The back-up diskettes or tapes are to be stored in a protective case enclosed in plastic and stored off premise at another location as designated by the manager. Information and records that are essential to the restoration of the company should be protected first. Essential hardcopy files that have not been microfilmed will be stored in boxes covered with plastic to protect them from water damage. Microfilm tapes must be secured in a protective box and plastic bag then stored in a cabinet or desk.

All computer terminals, printers, copiers, adding machines, and electronic equipment will be unplugged and covered with plastic to protect them from water damage. Equipment, machines, records, or files that are located on the floor must be placed on top of the desks or tables to protect from floodwater. Items should be stored away from windows.

PREPAREDNESS CHECKLIST

Department: DATA PROCESSING

I. Back-up Main System & Personal Computer Records and Programs.

- A. _____
- B. _____
- C. _____
- D. _____

Backup copies stored at the following location(s): _____.

II. Hardcopy Records Protection

- A. Filing Cabinets
- B. Microfilm Cassettes
- C. Tape Racks
- D. _____
- E. _____

III. Work Station Protection

- A. Personal Computers
- B. Printers
- C. Calculators
- D. Telephones
- E. _____
- F. _____
- G. _____
- H. _____
- I. _____

G. ENGINEERING DEPARTMENT

Each employee will back up his or her own files and personal computers. The back-up diskettes or tapes are to be stored in a protective case covered with plastic and stored off site at another location designated by the manager. Information and records that are essential to the restoration of the company business should be protected first. This will include:

1. Cable Records
2. Work Order Files
3. Cable Schematics
4. Work Order Books
5. Technical Records

Depending upon the severity of the storm or event and the time available management will decide whether to relocate Engineering Records to another location. The records would be loaded in one of the company vans. Destination would be planned in advance of the storm. (For example, fellow telephone company located in another county or state.)

Essential hardcopy files that have not been microfilmed will be stored in boxes covered with plastic to protect them from water damage. Filing cabinets with vital information will be covered with plastic tarp and taped.

All computer terminals, printers, copiers, adding machines, and electronic equipment will be unplugged and covered with plastic to protect them from water damage. Equipment, machines, records, or files that are located on the floor must be placed on top of the desks or tables away from windows (if possible) to protect from floodwater.

Non-essential items such as the water cooler, microwave, coffee maker, air conditioning unit, etc., should be unplugged before evacuating the building. The refrigerator should be turned to the coldest setting to preserve food and ice.

PREPAREDNESS CHECKLIST

Department: ENGINEERING

I. Back-up Personal Computer Records and Programs.

- A. _____
- B. _____
- C. _____
- D. _____

Backup and hard copies stored at the following location: _____

II. Other Records

- A. Cable Records
- B. Work Order Files
- C. Cable Schematics
- D. Work Order Books
- E. Technical Records
- F. _____
- G. _____

III. Work Station Protection/Break Room

- A. Personal Computers
- B. Printers
- C. Calculators
- D. Telephones
- E. FAX Machine
- F. Unplug Microwave, Coffee Maker, Water Cooler
- G. _____
- H. _____
- I. _____

H. EXECUTIVE OFFICES AND CORPORATE RECORDS

1. Departments must back up and protect all vital records. Important computer media, records, documents, papers, insurance records, etc., must be protected from water and fire.
2. Building equipment, microfilm equipment, calculators, water cooler, and miscellaneous office machines will be unplugged and all breakable items secured. Air conditioning units in office areas must be turned off.
3. All major equipment such as computer terminals, printers, office machines, microfilm equipment, electronic equipment, will be unplugged and covered with plastic secured by duct tape. No equipment should be stored on the floor due to flooding. Vital equipment and records should be covered in plastic to prevent water damage. Place equipment up off of the floor and away from windows.
4. Filing cabinets should be covered with plastic tarp and taped.
5. Protect records stored at other locations.

PREPAREDNESS CHECKLIST

Department: EXECUTIVE OFFICES AND CORPORATE RECORDS

I. Back-up Personal Computer Records and Programs:

 A. _____

 B. _____

 C. _____

 D. _____

Backup copies stored at the following location: _____.

II. Hardcopy/Microfilm Records Protection

 A. Filing Cabinets

 B. Microfilm Cassettes

 C. Back-up Copies Stored At Other Locations

 D. _____

 E. _____

III. Work Station Protection (Unplug and Protect)

 A. Personal Computers

 B. Printers

 C. Calculators

 D. Telephones

 E. Microfiche Reader and Records

 F. Shredders

 G. Bottled Water Machine

 H. Televisions/VCR

 I. _____

I. PERSONNEL AND HUMAN RESOURCES DEPARTMENT

Each employee will back up his or her own files and personal computers. The back-up diskettes or tapes are to be stored in a protective case inside a plastic bag and placed in a safe or filing cabinet. Information and records that are essential to the restoration of the company business should be protected first. Essential hardcopy files that have not been microfilmed or scanned will be stored in boxes covered with plastic to protect them from water damage. Filing cabinets with vital information will be covered with plastic tarp and taped. Multiply copies of insurance coverage records, property schedules, and other vital information will be bound in plastic and kept at a separate location and in the Human Resources Department.

All computer terminals, printers, copiers, adding machines, and electronic equipment will be unplugged and covered with plastic to protect them from water damage. Equipment, machines, records, or files that are located on the floor must be placed on top of the desks or tables to protect from floodwater. Items should be stored away from windows.

PREPAREDNESS CHECKLIST

Department: PERSONNEL AND HUMAN RESOURCES

I. Back-up Personal Computer Records and Programs.

 A. _____

 B. _____

 C. _____

 D. _____

Backup copies stored at the following location: _____

II. Hardcopy/Microfilm Records Protection

 A. Filing Cabinets

 B. Microfilm Cassettes

 C. _____

 D. _____

 E. _____

III. Work Station Protection

 A. Personal Computers

 B. Printers

 C. Calculators

 D. Telephones

 E. Shredder

 F. Television

 G. VCR

 H. _____

 I. _____

J. OUTSIDE PLANT DEPARTMENT

Advanced Planning

Property inventory records should be updated on an annual basis. A master printout inquiry by cable pair and telephone number is printed every two weeks for easy access should the computer system go down. Generators, chain saws, and other equipment should be inspected frequently to ensure equipment is working properly and safely.

Advanced Preparation

In an event plant employees will ensure their vehicles are equipped with personal protective equipment; tools such as shovels, gas cans, oils, bush axes; chain saws; generators; heavy duty extension cords; flashlights and spare batteries; jumper cables; chains or tow ropes; and backhoe and trencher already hitched to truck.

Employees must ensure that all trucks, equipment, machines, and gas containers are filled with gas or diesel. All equipment, truck windows and doors will be secured to prevent theft.

Dispatch and Warehouse employees will back up their personal computers and programs. Back-up records should be placed in plastic bags and stored in a sturdy cabinet or desk. Hard copy records should be placed in plastic bags, taped up and stored in a cabinet or up off of the floor. All computer terminals, printers, copiers, adding machines and electronic equipment will be unplugged and covered with plastic and taped. Vital items or equipment located on the floor must be placed on top of desks or shelving to protect from floodwater.

Outdoor items should be secured or brought in-house if possible. If necessary windows should be taped with duct tape or boarded up. Propane gas should be turned off at the tank. Close off gas and diesel valves at the tanks and turn off gas pump.

At the time of an event, management will decide on the location of plant vehicles.

PREPAREDNESS CHECKLIST

Department: Outside Plant

I. Back-up Computer Records, Programs, and Protect Hardcopy Files and Work Stations

- A. Computer records and programs.
- B. Protect filing cabinets and/or hardcopy records.
- C. Unplug and protect - Copiers, Fax Machine, Calculators, Telephones, Coffee Maker, Microwave, Television, VCR, etc.
- D. Leave refrigerator plugged in but uncovered.

Backup copies stored at the following location: _____.

II. Vehicle and Equipment Preparation

- A. Fill all Vehicles, Generators, Chain saws, and Equipment with fuel.
- B. Equip trucks with the following:
 - 1. Equipment-generators, chain saws, testing equipment, radios, etc.
 - 2. Personal Protective Equipment-Hardhats, Gloves, Safety Glasses, etc.
 - 3. Tools-Shovels, gas cans, oils, bush axes, extension cords, flashlights, spare batteries, jumper cables, chains or tow rope, etc.
- C. Trucks and equipment are secured to prevent theft.
- D. _____

III. Buildings and Outdoor Items

- A. Windows and Glass Doors Taped or Boarded Up
- B. Items In Yard and Under Shelter Secured To Stable Objects
- C. Gas Pump Switch Turned Off and Close off Valve at Tank/Pump
- D. Close Off Valve At Propane Gas Tank.
- E. Ensure manual gas pump is protected.
- F. Secure Buildings by any means possible.

IV. RESTORATION PROCEDURES

NO SMOKING PERMITTED INSIDE BUILDINGS, AROUND BUILDINGS, AROUND PETROLEUM AND PROPANE PLANTS OR GAS STATIONS DUE TO POSSIBILITY OF FLAMMABLE VAPORS CREATED BY DAMAGED GAS LINES OR TANKS!! REMAIN ALERT AND OBSERVE SAFETY IN ALL RESTORATION TASKS.

A. Return to Work Procedures

The Emergency Director and assigned staff will attempt to contact all members of management after the storm or emergency crisis has passed and safety permits. Managers and supervisors who are not at their home contact number should attempt to contact the Emergency Director at the main building.

Managers

Managers will return to work when authorized and report to the Emergency Director for instruction at the emergency operations center.

Employees

After danger is over and safety permits, the following employees will report back to work when authorized by management at the following locations:

Plant employees will report back to their manager to receive assignments.

Central Office, Data Processing, Human Resources and Engineering employees will report to their managers to receive assignments.

B. Entrance/Curfews

The emergency Director will establish contact with local authorities and National Guard to ensure repair crews are allowed into the disaster areas.

C. Damage Assessment

The assigned person will contact the insurance agent. Each manager will assess the damage in their areas and given that the disaster situation is stable and safe, employees will be mobilized in groups to begin repairs. The department managers and assigned personnel will take photographs of the damaged areas and prepare a detailed inventory of all damaged or destroyed property for the adjuster.

Employees will be briefed on the danger zones, special safety requirements, clothing required, compensation, and the provisions for eating, personal comfort, and first aid. The Emergency Director or their designee will be responsible for health and sanitary conditions.

Every effort will be made to return from emergency operations to normal procedures and practices as quickly as possible.

D. Emergency Power

Emergency power is critical. The outside plant manager will oversee the placement of portable generators.

- Emergency generators must be deployed and refueled.
- Security of generators must be maintained.
- Each Company will maintain a list of sites requiring emergency power.

A. Repairs

With approval from the Emergency Director, make only those repairs necessary to prevent further damage to the building or equipment with safety in mind. Only replace or repair equipment that is vital to

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health and safety and to restoring telephone service. Send as much of the damaged equipment as possible back to the manufacture and reserve available employees for equipment and items that cannot be sent out.

Wait for the adjuster to arrive to appraise damage in those areas that are not critical. Do not have permanent repairs made without first consulting management or the Company's insurance adjustor. Unauthorized repairs may not be reimbursed.

Do not wait for local services and supplies. Place orders outside of your geographical area. Ask suppliers to help locate outside sources.

Managers must keep all receipts and bills for expenditures made to repair damage to equipment and for replacements and leased equipment. The bills should be turned into the Accounting Manager and kept on file for the insurance adjuster.

F. Service Restoration

Service Restoration should begin as soon as safety permits. Equipment, supplies and personnel should be focused on predetermined priorities most essential to the company and the community.

Damages to the central offices that are so severe that equipment cannot be repaired immediately, mobile central offices will be requested with approval from upper management.

G. Public Relations Center

Fast, efficient restoration of service is the priority activity when a disaster strikes. Also stressed is the public's need to be kept informed of and to understand what the company is doing for them. To simply restore service is not enough, the company must publicize it. Response to an emergency presents the ultimate opportunity to demonstrate to the public that the company and its employees are reliable. Under the direction of the Emergency Director and the assigned Spokesperson, employees will be assigned to answer incoming calls to inform the public of the company's efforts recover from the disaster. The Spokesperson shall keep the news media informed of the company's efforts and progress.

A. MINIMIZING DAMAGE

Recommendations

1. Make only those repairs necessary to prevent further damage to your business. This would include covering breaks in roof, wall or windows with plywood, canvas or other waterproof material.
2. Do not get rid of equipment and furnishings and effects that look like "total losses", until after they have been examined by an adjuster.
3. Wooden furniture should be cleaned as quickly as possible. Avoid rubbing in abrasives such as ash, plaster, or wallboard particles, which have fallen on the furniture.
4. Before entering a flooded building, make sure it is not in danger of collapse. Let your property air to remove foul odors or escaped gas.
5. Don't smoke or use an open flame until you are sure it is safe to do so.
6. Turn off gas at tank. Do not turn on the electrical system; it may have become short-circuited.
7. Pump or bail water out of the property and shovel out the mud while it is still moist. Give walls and floors an opportunity to dry.
8. Before property is fully aired out, scrub all woodwork and floors with a stiff brush. To avoid streaking, start washing wall from bottom up.
9. Take all wooden furniture outdoors. Clean off all mud and dirt. Do not leave wooden furniture in the sun, as it will warp.
10. Upholstered furniture, especially any that have been submerged or badly damaged, should be cleaned with a cloth saturated with kerosene.
11. Wall-to-wall carpets should be raised to allow air to circulate. Draperies, upholstery and clothing should be laundered.
12. Do whatever you can to avoid further damage and to make temporary repairs. Keep records of expenses incurred in preventing further damage.

V. EMERGENCY CONTACTS

Each Company location shall maintain a list of local emergency contacts in their area. This list will be updated annually and inserted in this section.

A. Department of Homeland Security

Website: www.dhs.gov/

Citizen line 1-202-282-8000

B. Center for Disease Control (CDC)

Website: www.bt.cdc.gov/

Phone Atlanta Ga. 1-404-639-3311

C. _____

D. _____

E. _____

B. _____

C. _____

H. _____

D. _____

E. _____

K. _____

VI. CONTACTS FOR ASSISTANCE

Northeast Florida Telephone Company (904) 259-2261

Nefcom Emergency Preparedness Program 2022

NEFTC Emergency Preparedness
Issued - November 8, 2022

VII. Emergency Control Center Locations

And

Emergency Directors

Nefcom Emergency Preparedness Program 2022

NEFTC Emergency Preparedness
Issued - November 8, 2022

**Northeast Florida Telephone Company
130 North Fourth Street
P O Box 485
Macclenny, Florida 32063-0485**

Emergency Control Center Location

**Business Office
130 North Fourth Street
Macclenny, Florida 32063-0485
Phone (904) 259-2261
Fax (904) 259-7722**

Emergency Director

Klate Hancock
GM
Phone (904) 259-0649
Cellular (904) 229-5799
Fax (904) 259-7899

Alternate Emergency Director

Tanner Sharman (IT)
Phone (904) 259-0656
Cellular (904) 307-6186

Nefcom Emergency Preparedness Program 2022

NEFTC Emergency Preparedness
Issued - November 8, 2022

VIII. SEVERE WEATHER

HURRICANES

The hurricane season begins June 1 and ends on November 30. Hurricanes are tropical cyclones in which winds reach a constant speed of 74 miles per hour (mph) and may gust to 200 mph. Their heavy bands of spiral clouds cover an area several hundred miles in diameter and generate torrential rains and tornadoes.

The eye or middle of the hurricane is deceptively calm - almost free of clouds, with light winds and warm temperatures. If the eye passes over your area, only half of the storm has passed; the later half is yet to come. As the hurricane moves over the ocean, a dome of water - known as the storm surge - forms in the middle and can be 10 to 20 feet above sea level.

STORM TERMS:

Tropical Wave or Disturbance: A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as tropical waves.

Tropical Depression: An organized system of clouds and thunderstorms with a defined circulation and top winds of 39 to 74 mph. Tropical Storms can quickly develop into hurricanes. Storms are named when they reach Tropical Storm strength.

Tropical Storm Watch: Tropical storm conditions are possible in the specified area of the watch, usually within 36 hours.

Tropical Storm Warning: Tropical storm conditions are expected in the specified area of the Warning within 24 hours.

Hurricane: An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph. or higher.

Hurricane Watch: Hurricane conditions are possible in the specified area of the Watch, prepare to take immediate action to protect employees, family, and property incase a Hurricane Warning is issued.

Hurricane Warning: Hurricane conditions are expected in the specified area of Warning within 24 hours. Complete all storm preparations and evacuate dangerous or low-lying locations as soon as possible.

TORNADOES

The peak months for tornadoes are March through November, but can occur any month of the year and are associated with severe thunderstorms. A tornado is a violently rotating column of air in contact with the ground. Tornado winds may produce a loud roar similar to that of a train or airplane. Most tornados fall into the weak category with wind speeds of 100 miles per hour or less. Strong tornados have wind speeds of 200 miles per hour and an average path length of 9 miles at a width of 200 yards. Violent tornadoes can last for hours, with average path lengths of 26 miles at 425-yard widths with wind speeds up to 300 miles per hour. Only two percent of all tornados are classified as violent; however, these tornados account for 70% of all tornado fatalities.

-SEVERE WEATHER CONTINUED-

Tornado Watch: A tornado may develop based on weather conditions and patterns.

If a tornado watch is issued, listen to the radio and keep an eye on the weather. Be ready to take shelter if a tornado is sighted. Keep a battery-operated radio and flashlight on hand.

Tornado Warning: A tornado has been sighted or will occur soon.

If you see or hear what you assume to be a tornado close to your location, seek shelter immediately. A tornado usually moves northeast at about 40 Miles per hour.

Go to a small room, closet, or interior hallway in the center of the building and take cover under a sturdy desk or table away from windows and doors. Make yourself as small a target as possible, curl up in a ball, and cover your head and chest.

If you are on the road or outdoors, try to drive at a right angle to the tornado's path. If you can't (and it is never wise to try to outrun a tornado), leave your vehicle and lie flat in a ditch or ravine.

Blizzard

Blizzards are severe winter storms that pack a combination of blowing snow and wind resulting in very low visibilities. While heavy snowfalls and severe cold often accompany blizzards they are not required. Sometimes strong winds pick up snow that has already fallen, creating a blizzard.

Officially the National Weather Service defines a blizzard as large amounts of falling or blowing snow with winds in excess of 35 mph and visibilities of less than ¼ of a mile for an extended period of time (greater than 3 hours).

Winter Storm Watch there is a possibility of a winter storm affecting your area. Prepare now.
Keep alert and stay tuned to TV, radio, and other sources of weather information.

Winter Storm Warning means a winter storm is imminent or occurring. Stay Indoors.

Blizzard Warning Snow and strong winds will combine to produce blinding snow (near zero visibility) deep drifts, and life-threatening wind chill. Seek Refuge Immediately!

Earthquake

When you feel an earthquake, duck under a desk or sturdy table. Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants, and heavy objects that may fall. Watch out for falling plaster and ceiling tiles. Stay undercover until the shaking stops, and hold on to your cover.

Outdoors move to a clear area away from trees, signs, buildings, electrical wires and poles.

Driving pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking stops.