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SECTION 1 - PURPOSE OF PLAN

The purpose of this plan is to provide an extension of the Emergency Response Plan by identifying the guidelines and procedures for managing the response to LEVEL 1 or LEVEL 2 critical incidents/events. These levels reflect critical incidents that may adversely affect or threaten the health and safety of the UA Tech Park community or events that may disrupt the conduct of the UA Tech Park’s mission. The plan also provides guidelines for recovery of operations after a disaster or critical event.

BASIS OF THE PLAN: The plan is based upon the general outline of The University of Arizona’s Business Continuity and Disaster Recovery Plan (BCDRP).

ASSUMPTIONS:

A. UA Tech Park power and water will be available at critical sites.

B. The needed personnel and resources are available for preparation and response.

C. Critical vendors will respond favorably if/when emergency assistance is requested.

D. Successive levels of government (University of Arizona, City of Tucson, Pima County, State of Arizona, and Federal Government) will respond favorably if/when emergency assistance is requested.

BUSINESS RISKS: Identified situations that could evolve into critical incidents that may result in disruption of the UA Tech Park operation. These situations include but are not limited to:

- Torrential rain/flooding
- Hazardous material release
- Electrical storm
- Fires or explosions
- Tornado
- Extended utility outages (gas, water, and electricity)
- Disease outbreak
- Mass casualty incidents
- Civil unrest
- Criminal or Terrorist activity
- Aircraft crash
- Earthquake

OBJECTIVES:
To define responsibilities, emergency response priorities, Emergency Response and Alternate Operation Center Locations (AOCL), equipment and supplies; and recovery operation procedures for incidents whose impact is severe enough to disrupt the conduct of the UA Tech Park’s mission. These would be events that rise to the level of “LEVEL 1” or “LEVEL 2” events as defined below.
Levels of Emergency Response at the UA Tech Park

LEVEL 5 - A minor department or building incident that can be resolved by the responding service unit (e.g. CH2M Hill repair of a broken water pipe).

LEVEL 4 - A department or building incident that can be resolved with existing UA Tech Park resources or limited outside help. A Level 4 incident is usually a one-dimensional event that has a limited duration and little effect on the Tech Park beyond those using the space/building in which it occurred (e.g. minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals).

LEVEL 3 - Emergencies that are primarily people-focused, rather than infrastructure-focused. In particular, many issues can become quite complex because of varied institutional and occupant support responses that must be coordinated. (e.g. assaults, sexual assaults, building/office occupation, civil disobedience, hate crimes, or bomb threats.) In these situations, specific departmental/incident plans may be implemented. A Level 3 may extend to multiple operational periods.

LEVEL 2 - A major emergency that affects a sizable portion of the UA Tech Park and/or outside community. Level 2 emergencies may be single or multi-hazard situations and often require considerable coordination both within and outside the UA Tech Park. Level 2 emergencies also include imminent events on site or in the general community that may develop into a major UA Tech Park crisis or a full disaster (e.g. heating plant failure, extended power outage, severe storms, major fire, contagious disease outbreak, or domestic water contamination). A Level 2 will extend to multiple operational periods.

LEVEL 1 - A catastrophic emergency event involving the entire site and/or surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources (e.g. bioterrorism, nuclear disaster, earthquake or severe flooding which could require state and federal assistance). Level 1 will extend into multiple operational periods.

The BCDR Plan is guided by the UA Tech Park’s desire to:

- Preserve lives or health
- Scene or incident stabilization
- Protect public and private property
- Return to a state where the UA Tech Park can reasonably conduct normal operation

The BCDR Plan is similar in objective to the Disaster Recovery Plan of the UA Tech Park’s Contract Operator (CO). The CO’s Disaster Recovery Plan’s primary object is to minimize personal injury, its secondary objective is to avoid or minimize equipment and property damage and its tertiary objective is to mitigate operational impacts to project occupants.

The Director of the UA Tech Park will maintain communication with the Contract Operator and Managing Operator and if the incident is so catastrophic that it cannot be handled by site resources he will then request additional disaster assistance. Depending on the magnitude of the disaster he will request assistance from the University of Arizona (CERT Committee), the City of Tucson, Pima County Office of Emergency Management or the Governor of Arizona and Homeland Security. If the incident is beyond the capabilities of state resources, the Governor may request federal assistance.

It is important to remember that all incidents begin locally and end locally. The UA Tech Park will attempt to be prepared to remain self-sufficient for at least 72 hours before state/federal assistance is available.
EXECUTION

A. The initial response to Level 1 and 2 incidents
In most instances will come from responding units from external agencies (e.g. Site Security, Rural Metro, City of Tucson, The University of Arizona (CERT), Pima County, and state and/or federal government) along with related points of contacts. The UA Tech Park elements whose support will be instrumental in responding to Level 1 or 2 incidents are Security and CH2M Hill.

General actions and activities of these elements in response to Level 1 and Level 2 incidents.
- Central Plant – (NGKF) Common Area & Central Utility Systems Disaster Recovery Plan is available on the server and a hard copy is maintained.
- CH2M Hill – Disaster Recovery & Crisis Management Plan is available on the Server and a hard copy is maintained.
- Site Security

B. BCDR Plan Activation Authority
The authority to activate the BCDR Plan rests with the Director of the UA Tech Park. In the Director's absence the authority to activate the BCDR will be that of the Facilities & Construction Manager.

C. BCDR Plan Management Responsibilities

1. Manager of Emergency Preparedness – The Director of the UA Tech Park
   a. Maintains and updates the UA Tech Park’s Emergency Response Plan (ERP), Emergency Communications Plan and the Business Continuity and Disaster Recovery Plan (BCDRP).
   b. Coordinates building and area response plans and assimilates them into the Tech Park’s plans.
   c. Plans, coordinates, and oversees emergency exercises including; "table top exercises," drills, and functional and full-scale exercises.
   d. Makes presentations, to train and educate, regarding the National Incident Management System (NIMS) and emergency planning.
   e. Participates in city, county, and state emergency planning programs, training, and exercises, as appropriate.
   f. Participates as an active member of the UA Campus Emergency Response Team (UA CERT).
   g. Acts as a resource to the UA CERT chair during activation of the Emergency Operations Center (EOC).
   h. Develops UA Tech Park emergency risk assessment.
   i. Maintains liaison with local, state, and federal emergency response agencies.
2. Tech Park Major Tenant Emergency Communication Team (ECT)
UA/Campus Research Corp. (CRC) Leads the Major Tenant ECT process (Reference back cover).

3. Incident Commander
The Incident Commander (IC) is charged with the overall management responsibility for all incident activities, including the development and implementation of the Incident Action Plan (IAP) and approval and releasing of resources.

4. First Responder
The first on scene, who will traditionally be police assumes the position and responsibilities of incident command and serves as the Incident Commander until relieved of that responsibility by a person of higher authority, skill, or knowledge, and then only after having been thoroughly briefed as to the situation.

5. Incident Command Center
The Incident Command Center (ICC) is usually the first emergency vehicle on scene. The Incident Command Center may be moved to a safe location inside a building or office. The ICC must be in a safe and secure location. The ICC is where the Incident Commander and Command/General Staff will report and work.

INCIDENT COMMAND CENTERS:
- Primary On-site Location: Building 9070, Suite 1750, Conference Room
- Secondary On-site Location: Building 9040, Suite 1212, AzCI Video Conference Room
- Primary Off-site Location: UA ICC El Portal, Saguaro Room 501 N. Highland, Tucson, AZ 85721
- Secondary Off-site Location: University Facilities Annex Building, 220 W 6th St., Tucson, AZ 85701

INCIDENT COMMAND CENTERS FACILITY REQUIREMENTS:
During a long term crisis or emergency the ICC will have specific requirements in order to keep the ICC open and operational. Key Management and Staff will have responsibility to make sure these capabilities are available in the event of an emergency.
- Emergency Power
- Emergency Lighting and Building Systems
- Emergency Communications Lines
- Computers
- Televisions
- Telecom Capabilities
- Duplicate Devises and Back up
- Security
  - Facility or Room
  - Locks and Access
- Food
- Water

STAGING AREA
The staging area is where all personnel/resources report for check-in, assignment, and briefing. Personnel and resources located in the staging area are considered, assigned and available for immediate deployment.
INCIDENT ADMINISTRATION AND LOGISTICS:
- Business Continuity Plans for Accounting/Finance, Human Resources, IT, Operations/Facilities (Reference section 4 of Department Plans)
- Contact List–Governmental Entities–Emergency Situations (Reference section 6)

INFORMATION DISSEMINATION:
In an emergency there may be internal and external audiences that need to receive and disseminate information and instructions regarding the emergency.

- **Internal audiences include:**
  - OURP Staff
  - Tenants
  - Employees
  - University of Arizona
  - Arizona Board of Regents (ABOR)
  - Campus Research Corporation Board
  - Managing Operator
  - Families

- **External audiences include:**
  - General Public
  - Tucson Community

INFORMATION DISSEMINATION TOOLS:
There are multiple ways information can be communicated to various audiences during a multitude of emergencies. The Management Team will determine which forms of communications will be used for specific audiences under each circumstance. Circumstances, for each emergency, are unique and will require flexibility and creativity in an emergency.

- Direct Communication
- Emails
- Text Messages
- Telephone Calls
  - Land Lines
  - Cell Phones
- Website
- Social Media
  - Facebook
  - Twitter
- Two-Way Radio
- Media
  - Radio
  - TV
  - Internet
  - Print
- Other forms of communication if electricity is not available
  - Flier
  - Bulletin Boards
  - Information Desks
  - Public Address System, if available.
SECTION 3 – BUSINESS CONTINUITY PLANNING (BCP) – OVERVIEW

BUSINESS CONTINUITY PLANNING:
Significantly enhances the ability to continue operations after a disaster. Such plans should be maintained and updated annually. Business Continuity Planning, sometimes referred to as Continuity of Operations Planning, is based on the premise and assumption that neither the knowledgeable person(s) who performed functions critical to the unit's mission nor the system(s), processes and procedures and perhaps the facility and attendant equipment will be available to initiate the resumption of operation. Business Continuity Planning by Department (Section 4) incorporates many of the following BCP items where applicable:

1. Disaster Recovery Procedures

2. Human Resources necessary to restore critical functions

3. Staff Reduction backup plan (e.g. 50% loss of staff)
   • Temporary staff if needed

4. Telecommunication Backup Procedures

5. Necessary Equipment for functioning
   • Pre-arrange procurement contracts for replacement equipment
   • Computers and Data Backups

6. Identification of critical mission processes and business functions

7. Procedures for continuing all or part of the highest priority functions

8. Processes that can be suspended or degraded until fully functional operations are in place

9. Alternate Work Locations (Same as ICC locations described on page 4)
   • Primary On-site Location: Building 9070, Suite 1750, Conference Room
   • Secondary On-site Location: Building 9040, Suite 1212, AzCI Video Conference Room
   • Primary Off-site Location: UA ICC El Portal, Saguaro Room 501 N. Highland, Tucson, AZ 85721
   • Secondary Off-site Location: University Facilities Annex Building, 220 W 6th St., Tucson, AZ 85701

10. Assignment of internal business recovery roles and authority

11. Procedures for recovering affected business operations quickly and strategies for them.
   • Contact Business Partners with data: Attorneys (Lease copies), Bankers (Bank Accounts), Accountants (Financial Records), Architect & Engineers (Plans/Blueprints)

12. Review and Testing
   • Test emergency procedures through various means including; training, tabletop exercises, drills, functional exercises and full scale exercises

13. Debriefing
   • After each disaster or other activity that requires the implementation of the UA Tech Park's Business Continuity and Disaster Recovery Plan, the BCDR Team will conduct debriefings to identify opportunities for refinement of the plan.
The purpose of the Accounting & Finance – Business Continuity Planning is to clearly identify key personnel and necessary materials and equipment required for business continuity in the case of a disaster.

The Chief Financial Officer is Ken Marcus, the Payroll Administrator is Bernadette Franco and the Accountant is Jim Weingart. Human Resources necessary to restore critical functions may be obtained through Robert Half Finance and temporary staff may also be obtained through their subsidiary Accountemps.

Contact information for all bank and legal representatives is included in “Section 6 – Emergency Communication Response Key Contacts” under the “Key Vendor Emergency Contact List”. All password codes for accessing bank accounts, executing transfers and investment accountant access are securely maintained by the CFO. Passwords for printing of statements and check copies are maintained by the Accountant.

Critical Mission Processes and business functions of the Accounting & Finance Department in the event of a Level 1 or 2 Emergency Situation:

- To assist the CFO with producing an Adjusted Budget of Record for the resulting expenditures arising from construction contractors and vendors who provide emergency services to reestablish normal business operation.
- To continue with monthly Bank Reconciliations, Month End Close and Financial Reporting.
- To assist the CFO with Cash Management and Budgeting.

Alternate Work Locations for Accounting and Finance are the same as identified on page 6 see item 9.

The majority of cash assets are deposited with Wells Fargo, therefore a copy of their “Online Business Continuity Planning” follows:

Wells Fargo’s Online Business Continuity Planning:

Redundant Systems: In recognition of the need to promptly recover online accessibility should an emergency occur, we’ve designed fully operational sites in two different geographic locations.

Regular Testing: To ensure we have the ability to move you to the alternate site in an emergency, we test its reliability four times a year. As part of that testing, we make sure plans reflect new applications, changes to existing applications and offline services that support the CEO portal.

Other Information: Although impact is dependent of the severity of the event, we have identified four types of interruptions that could affect your company:

- Systems. Redundancies have been instituted for our business-critical systems. Should a Wells Fargo system experience an outage, we will allocate all available resources to its remediation, making every effort to minimize impact on you.
- Operations Facilities. Alternate processing centers are prepared to take over day-to-day processing and support until the primary operational center is operating normally.
- Telecommunications. To minimize the likelihood of an outage, we’ve used multiple telecommunications companies to create a redundant network. Should an outage occur, we will take reasonable action to implement manual alternatives so you can receive timely information.
- Transportation. An alternate delivery method will be used if air or ground transportation is unavailable. In the unlikely event that both are unavailable, we will take reasonable action to resume normal service levels as soon as possible.
The purpose of the Human Resource/Executive Assistant – Business Continuity Planning is to clearly identify key personnel and necessary materials and equipment required for business continuity in the case of a disaster.

Bernadette Franco is the Human Resource Coordinator and Executive Assistant to Ken Marcus the Director of the UA Tech Park.

Contact information for all employees is maintained by the Human Resource Coordinator. The Human Resource Coordinator would contact and redirect Campus Research Corporation’s employees to one of the Alternate Work Locations identified on page 6 see item 9.

All password codes for Wells Fargo payroll are maintained by the Human Resource Coordinator.

**Critical Mission Processes** and business functions of the Human Resource Coordinator/Executive Assistant in the event of a Level 1 or 2 Emergency situation are:

- Coordinate the redirection of employees and resources to the alternate work location.
- Support Construction and Facilities Management by issuing timely payments to construction contractors and vendors who provide emergency services to reestablish normal business operations.
- To continue timely payment of vendor and payroll obligations.
- To continue to invoice UA Tech Park tenants and AzCI clients.

Procedures for quickly recovering affected business operations include replacing destroyed data by obtaining backups from business partners such as lease copies from attorneys, bank account information from Wells Fargo and financial records from Beach Fleischman.

In order to produce invoices, print checks and process month end close computer terminals with access to the server will be required. A temporary backup for producing invoices without access to the server and accounting programs would be to initiate invoices through PayPal’s invoicing function. In the event of the destruction of all checks they can be replaced within two to three business days (one to two day production rush plus next day shipping).
Ken Marcus, Director – UA Tech Park and CFO and Patrick Murphy, Facilities and Construction Manager, are the main CRC facilities contacts. CRC maintains backup support for facilities through CH2M Hill’s site manager.

**Critical Mission Processes** and business functions for the facilities and construction department in the event of a Level 1 or Level 2 Emergency Situation:

- To assist the Director and coordinate all available site facilities and construction personnel to ensure safety procedures and communications are properly followed.
- Direct facilities personnel in the safe shut down and return of power and natural gas supplies within buildings as deemed necessary in a given situation.
- To assist the Director and IT Manager with the door access control systems.

**Short Term Displacement**
In the event of loss of access to site facilities due to a site disaster, loss of utility services for extended period of time, or loss of site facility structures, temporary relocation of staff will be directed to one of the Alternate Work Locations identified on page 6 see item 9.

Upon review and approval by CRC, engineering consultants, local police and fire, staff will be returned to existing facilities.

**Damage Repair or Rebuild-Mid to Long Range Displacement**
If an extended period of time is expected before a safe return to the UA Tech Park Facilities, CRC will establish a lease agreement at a local commercial business or shopping center.

Upon determination of extent of damage to facilities by CRC and required engineers, CRC will immediately establish meetings with tenants, consultants, CRC Directors, CH2M Hill, Architects, Engineers, Site Designers and General Contractors to plan design of all required repairs.
IT - BUSINESS CONTINUITY PLANNING

The purpose of this plan is to clearly identify key IT personnel and backup personnel, backup servers and locations, and necessary infrastructure required for business continuity in case of a disaster. We will start with an overview of Campus Research Corporation’s layout and built-in recovery infrastructure.

Craig Kleine, Information Technology Support Analyst, Senior is the main CRC administrator. CRC has a backup administrator, Nate Espinoza, Media Specialist, with UA South will handle the day to day operations until Craig or a replacement is available. A second set of all necessary keys as well as a physical copy of passwords is maintained by Ken Marcus in an offsite safe.

Important locations
CRC has two locations for processing and storage. Building 9070 room 135 and building 9040 room 1270. Both of these locations require a CRC master key and contain similar hardware. Both contain DNS, Active Directory, DFS, Exchange (CAS, Hub, Database), Barracuda Spam and Virus Firewall, High Availability Load Balancer, Disk to Disk backups (DFS, QuickBooks, ACT!), LTO backups (Exchange), VM Host Machine.

Critical Mission Processes and business functions of the Information Technology Support Analyst in the advent of a Level 1 or 2 Emergency situation are:

- Work with CFO to replace hardware.
- Restore Directory
- Restore email delivery
- Restore access to network folder shares
- Restore SharePoint services

Terms
Destruction means loss of processing, network, or storage by any means.
Inaccessible means loss of access to building but IT infrastructure remains available.

Infrastructure
UPS1, UPS2, crc-dc1, crc-dc2
mail, mail1
barracuda, barracuda1
HA-1
HA-2
DAS1
DAS2
crc-9070-vmhost
   Phone DHCP TFTP
   SharePoint
   AzCI website
crc-9040-vmhost
   Act!
   Exchange DB
SECTION 5 – RECOVERY PHASE

RECOVERY PHASE:

The time required for the UA Tech Park to be restored to normal operation after the disaster occurs.

1. Phase-out of Emergency Response Implementation

The termination of the emergency response will be communicated by an announcement from the Director of the UA Tech Park. Although termination of the emergency response implementation may be announced there may be a need to continue the following:

- Ongoing repairs/preparations
- Space adjustments
- Support services for affected tenants
- Community relief efforts

The announcement will be communicated to the UA Tech Park community using all available emergency response and notification systems.

2. Plan Effectiveness and Evaluation

After termination of the emergency response phase of the BCDR plan has been announced, action should be taken to assess the effectiveness of the disaster response. This will assist in determining whether changes need to be made and where. The UA Tech Park Director in conjunction with the Incident Commander will prepare an After Action Report summarizing observations, which will be used in coordinating revisions to the BCDR Plan Systems.

3. Cost Recovery

Recovery Action should be taken based upon the nature and magnitude of the disaster.

4. Resumption of Normal Operations

5. Debrief of Recovery Phase & Plan

Identify weaknesses and generate methods for improvement.
SECTION 6 – EMERGENCY COMMUNICATION RESPONSE KEY CONTACTS

EMERGENCY COMMUNICATION RESPONSE KEY CONTACTS:

- **External Governmental Entities for Emergencies**
  External assistance may be required from key governmental officials in the event of Level 1 or Level 2 emergency.

<table>
<thead>
<tr>
<th>Agency/Official</th>
<th>Contact</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Tucson</td>
<td>Mayor</td>
<td>(520) 791-4201</td>
</tr>
<tr>
<td></td>
<td>City Manager</td>
<td>(520) 791-4204</td>
</tr>
<tr>
<td>Pima County Board of Supervisors</td>
<td>Chair Board of Supervisors</td>
<td>(520) 740-8126</td>
</tr>
<tr>
<td></td>
<td>County Manager</td>
<td>(520) 740-8661</td>
</tr>
<tr>
<td>Pima County Office of Emergency Management/Office of Homeland Security</td>
<td></td>
<td>(520) 798-0600</td>
</tr>
<tr>
<td>State of Arizona</td>
<td>Governor’s Office</td>
<td>Jan Brewer, Governor</td>
</tr>
<tr>
<td>Arizona Department of Administration</td>
<td></td>
<td>Williams Bell, Director</td>
</tr>
<tr>
<td>Arizona Division of Emergency Management</td>
<td></td>
<td>Lou Trammell, Director</td>
</tr>
<tr>
<td>Arizona Office of Homeland Security</td>
<td></td>
<td>Gilbert Orrantia, Director</td>
</tr>
<tr>
<td>Arizona Board of Regents</td>
<td></td>
<td>Rick Meyers, Chair</td>
</tr>
</tbody>
</table>

- **Tenant Emergency Contact List**

<table>
<thead>
<tr>
<th>Occupant/Location/Activity</th>
<th>Working Hours Contact</th>
<th>PHONE</th>
<th>After Hours Contact</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>(O)</td>
<td>(C)</td>
<td>(P)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>382-2420 (C) 300-1835</td>
<td>(O) 382-2420 (C) 388-0132</td>
<td>(O) 382-2420 (C) 829-8130</td>
</tr>
<tr>
<td>Arizona Center for Innovation; Bldg. 9040 Administration</td>
<td>Anita Bell</td>
<td>Ken Marcus</td>
<td>(O) 382-3261 (C) 401-8636</td>
<td>(C) 401-8636</td>
</tr>
<tr>
<td>Arizona Technology Council; Bldg. 9040</td>
<td>Justin Williams</td>
<td>Alex Rodriguez</td>
<td>(O) 829-3440 (C) 520-270-0241</td>
<td>Justin Williams</td>
</tr>
<tr>
<td>AudioEye Communications., Bldg 9070 Suite # 1450</td>
<td>Nathan Bradley</td>
<td>Debbie Hughes</td>
<td>(O) 866-331-5324 (C) 663-0007</td>
<td>Nathan Bradley</td>
</tr>
<tr>
<td>BASF; Bldg. 9030 Suite 324</td>
<td>Noah Oliver</td>
<td>Jack Bender</td>
<td>(C) 305-6580 (O) 629-3210</td>
<td>Noah Oliver</td>
</tr>
<tr>
<td>Campus Research Corporation; Bldg. 9070 Suite 1750 Administrative Offices</td>
<td>Patrick Murphy</td>
<td>Ken Marcus</td>
<td>(O) 382-2483 (C) 975-6146</td>
<td>Patrick Murphy</td>
</tr>
<tr>
<td>CH2MHill; Bldg. 9040 Suite 1112 Building Maintenance</td>
<td>Omar Jacobo</td>
<td>Mark Rico</td>
<td>(O) 382-2420 (C) 300-1835</td>
<td>Omar Jacobo</td>
</tr>
<tr>
<td>Citigroup; Bldgs. 9060 and 9072 Call Center and Administration</td>
<td>Security Desk</td>
<td></td>
<td>662-7701</td>
<td>Security Desk</td>
</tr>
<tr>
<td>Computer Task Group, Bldg. 9040 Suite 2360</td>
<td>Patricia Oxenholsom</td>
<td>Taralui Green</td>
<td>(O) 716-887-7390 (C) 520-404-7881</td>
<td>Patricia Oxenholsom</td>
</tr>
<tr>
<td>Occupant/Location/Activity</td>
<td>Working Hours Contact</td>
<td>PHONE (O) Office</td>
<td>PHONE (C) Cell</td>
<td>After Hours Contact</td>
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<tr>
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<td>-----------------------</td>
<td>------------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Darling Geomatics; Bldg. 9040 Suite #2350 Mining Surveys</td>
<td>Jim Kasierski, Mary Darling, Rich Darling</td>
<td>(O) 298-2725 (C) 954-2255</td>
<td>(O) 298-2725 (C) 954-4050</td>
<td>Jim Kasierski, Mary Darling, Rich Darling</td>
</tr>
<tr>
<td>U of A South; Bldg. 9040</td>
<td>Bruce Hodges (Site Manager, Facility Management &amp; Real Estate)</td>
<td>(O) 328-2722 (C) 954-4040</td>
<td>(O) 328-2722 (C) 954-4050</td>
<td></td>
</tr>
<tr>
<td>Dilas Diode Laser; Bldg. 9070 Suite 1500 Diode Laser Manufacturer</td>
<td>David Merchen, Dean Stapleton, Steve Patterson</td>
<td>(O) 282-5985</td>
<td>(O) 282-5976 (C) 405-9599</td>
<td>David Merchen, Dean Stapleton, Steve Patterson</td>
</tr>
<tr>
<td>Raytheon Missile Systems; Bldg. 9020, 9022, 9024, 9030 Tactical Missile System Development</td>
<td>Bruce W. Hodges (Site Manager, Facility Management &amp; Real Estate)</td>
<td>(O) 282-5976 (C) 954-9599</td>
<td>(O) 282-5976 (C) 954-9599</td>
<td></td>
</tr>
<tr>
<td>Eurest; Bldg. 9040 Cafeteria and Food Services</td>
<td>George Carver</td>
<td>(O) 382-3242</td>
<td>(O) 382-3242</td>
<td>George Carver</td>
</tr>
<tr>
<td>Fluor (F&amp;PS) Bldgs. 9016, 9032 Maintenance Services</td>
<td>Debbie Sims, Chris Bush, Tracy Rios, John Schedit</td>
<td>(O) 799-2565 (P) 446-0798</td>
<td>(O) 404-3254 (P) 446-4628</td>
<td>Chris Bush, Tracy Rios, John Schedit</td>
</tr>
<tr>
<td>IBM; Bldgs. 9062, 9032, 9042, 9016, and 9022 1st floor East Computer Systems and Storage Devices Includes: Fluor Facility &amp; Plant Services Facilities Maintenance Contractor</td>
<td>IBM Security, Barbara Ricca, David McWilliams</td>
<td>799-5555 or radio</td>
<td>799-4433 (P) 1-800-946-4646 then enter 713486</td>
<td>IBM Security, Barbara Ricca, David McWilliams</td>
</tr>
<tr>
<td>MSFx, Inc.; Bldg. 9030 West</td>
<td>Marie Wesselhoft</td>
<td>(O) 382-3283</td>
<td>(O) 382-3283</td>
<td>Marie Wesselhoft</td>
</tr>
<tr>
<td>Newark Grubb Knight Frank; Bldg 9008, 9012, 9014, 9018 and 9102 Contract Manager</td>
<td>Richard Chase, Andrew Reguindin, Ed Ogilvie</td>
<td>(O) 799-7810 (C) 780-1091</td>
<td>(O) 799-7803 (C) 333-9883</td>
<td>Richard Chase, Andrew Reguindin, Ed Ogilvie</td>
</tr>
<tr>
<td>Ed Ogilvie – Hazmat Issues</td>
<td>Sue Downing</td>
<td>(O) 799-7815 (P) 446-0164</td>
<td>(O) 250-0789</td>
<td>Sue Downing</td>
</tr>
<tr>
<td>Sue Downing – Safety Issues</td>
<td>Sue Downing</td>
<td>(O) 799-7817 (C) 449-7506</td>
<td>(O) 799-7817 (C) 449-7506</td>
<td>Sue Downing</td>
</tr>
<tr>
<td>Optum Rx/United Health Group Bldg. 9040</td>
<td>Tom Ferguson</td>
<td>(O) 490-7610</td>
<td>(O) 490-7610</td>
<td>Tom Ferguson</td>
</tr>
<tr>
<td>Oracle; Bldg. 9070 Suite 1950 On line Media</td>
<td>Mike Gunning, Paula Neale</td>
<td>(O) 574-4036 (C) 429-1661</td>
<td>(O) 312-651-8935</td>
<td>Mike Gunning, Paula Neale</td>
</tr>
<tr>
<td>Raytheon Missile Systems; Bldg. 9020, 9022, 9024, 9030 Tactical Missile System Development</td>
<td>Raytheon Security</td>
<td>663-9460 or thru Emergency radio at UAST Security (C) 349-3281</td>
<td>663-9460 or thru Emergency radio at UAST Security (C) 349-3281</td>
<td>Raytheon Security</td>
</tr>
<tr>
<td>Bruce W. Hodges (Site Manager, Facility Management &amp; Real Estate)</td>
<td>Bruce Hodges, Bill Morczynski, Rob Elliot, Rich Padilla, Harry Schultz</td>
<td>(O) 663-9034 (C) 349-3281 <a href="mailto:bhodges@raytheon.com">bhodges@raytheon.com</a></td>
<td>(O) 663-7596 (C) 850-0709 <a href="mailto:wemorczyinski@raytheon.com">wemorczyinski@raytheon.com</a></td>
<td>(O) 794-4412 (C) 891-4530 <a href="mailto:elliot@raytheon.com">elliot@raytheon.com</a></td>
</tr>
<tr>
<td>U of A South; Bldg. 9040 Suite 2260</td>
<td>Jim Shockey, Chuck Smith</td>
<td>(C) 275-7332</td>
<td>(C) 275-7332</td>
<td>Jim Shockey</td>
</tr>
</tbody>
</table>
### Key Vendor Emergency Contact List

<table>
<thead>
<tr>
<th>Company</th>
<th>Last Name</th>
<th>First Name</th>
<th>Title</th>
<th>Address</th>
<th>City, State</th>
<th>Zip</th>
<th>Phone</th>
<th>Fax</th>
<th>Cell</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beach Fleischman</td>
<td>Eric</td>
<td>Maneval</td>
<td>Senior Manager, Acct. &amp; Assurance</td>
<td>1985 E. River Rd., #201</td>
<td>Tucson, AZ</td>
<td>85718</td>
<td>520-321-4600</td>
<td>520-321-4040</td>
<td></td>
<td><a href="mailto:emaneval@beachfleischman.com">emaneval@beachfleischman.com</a></td>
<td>You may call for 85718-8900 who you call for AV rental equipment. Citi uses them for their townhalls.</td>
</tr>
<tr>
<td>Beach Fleischman</td>
<td>David</td>
<td>Joncas</td>
<td>PC COO of Acct. &amp; Assurance</td>
<td>1985 E. River Rd., #201</td>
<td>Tucson, AZ</td>
<td>85718</td>
<td>520-321-4600</td>
<td>520-321-4040</td>
<td></td>
<td><a href="mailto:joncas@beachfleischman.com">joncas@beachfleischman.com</a></td>
<td></td>
</tr>
<tr>
<td>Beach Fleischman</td>
<td>Kelly</td>
<td>Melzer</td>
<td>Senior Manager, Tax</td>
<td>1985 E. River Rd., #201</td>
<td>Tucson, AZ</td>
<td>85718</td>
<td>520-321-4600</td>
<td>520-321-4040</td>
<td></td>
<td><a href="mailto:melzer@beachfleischman.com">melzer@beachfleischman.com</a></td>
<td></td>
</tr>
<tr>
<td>Canteen Vending</td>
<td>Martinez</td>
<td>Jose</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-327-6888</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Grant Insurance</td>
<td>Chris</td>
<td>Gordon</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-784-7091 ext 215</td>
<td>520-400-6120</td>
<td></td>
<td><a href="mailto:gordonf@grantinsurance.com">gordonf@grantinsurance.com</a></td>
<td></td>
</tr>
<tr>
<td>Paul Electric</td>
<td>Heleni</td>
<td>Dennis</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-631-0412</td>
<td>520-400-6120</td>
<td></td>
<td><a href="mailto:heleni@paulkelectric.com">heleni@paulkelectric.com</a></td>
<td></td>
</tr>
<tr>
<td>Harbison, Miller, PA, Feldman, &amp;</td>
<td>Griffin</td>
<td>Patrick</td>
<td>Attorney</td>
<td>One South Church Ave, Ste 900</td>
<td>Tucson, AZ</td>
<td>85701</td>
<td>520-792-3836</td>
<td>520-624-5080</td>
<td></td>
<td><a href="mailto:patgriffin@hmpmlaw.com">patgriffin@hmpmlaw.com</a></td>
<td>You may call for 85701-2401 who you call for AV rental equipment. Citi uses them for their townhalls.</td>
</tr>
<tr>
<td>Energy Services</td>
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<tr>
<td>Oracle</td>
<td>Mike</td>
<td>Gunning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-918-6670</td>
<td>520-313-8352</td>
<td></td>
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<td></td>
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<tr>
<td>Pima County Addressing</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td><a href="http://pimaxpress.com/Building/default.htm">http://pimaxpress.com/Building/default.htm</a> for new tenant Addressing Certificate for getting mailbox setup</td>
</tr>
<tr>
<td>Post Office/Rincon Branch</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td>Have to physically visit post office with Addressing Certificate for new tenants, also may need to call if tenant is having issues with mail</td>
</tr>
<tr>
<td>W.E. O’Neil</td>
<td>Heald</td>
<td>Brian</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-792-0734</td>
<td>520-792-0956</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Planning Center</td>
<td>Masque</td>
<td>Maria</td>
<td>Senior Project Manager, Senior Planner</td>
<td>110 S. Church, Ste 6320</td>
<td>Tucson, AZ</td>
<td>85701</td>
<td>520-623-6146</td>
<td>520-622-1950</td>
<td></td>
<td><a href="mailto:rmasque@azplanningcenter.com">rmasque@azplanningcenter.com</a></td>
<td></td>
</tr>
<tr>
<td>Westland Resources</td>
<td>Tress</td>
<td>Jim</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-792-9585</td>
<td></td>
<td></td>
<td></td>
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### Information Systems Emergency Contacts

<table>
<thead>
<tr>
<th>Company</th>
<th>Last Name</th>
<th>First Name</th>
<th>Title</th>
<th>Address</th>
<th>City, State</th>
<th>Zip</th>
<th>Phone</th>
<th>Fax</th>
<th>Cell</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona Cine</td>
<td>Oliver, Jr</td>
<td>Lee</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-623-8268</td>
<td>520-905-6802</td>
<td></td>
<td><a href="mailto:leejr@azcine.com">leejr@azcine.com</a></td>
<td>You may call for AV rental equipment, Citi uses them for their townhalls.</td>
</tr>
<tr>
<td>Campus Research Corporation</td>
<td>Kleine</td>
<td>Craig</td>
<td>Information Technology Support Analyst, Senior</td>
<td></td>
<td></td>
<td></td>
<td>520-626-4442</td>
<td>520-855-1655</td>
<td></td>
<td><a href="mailto:kleinenc@email.arizona.edu">kleinenc@email.arizona.edu</a></td>
<td></td>
</tr>
<tr>
<td>BL Systems Communications</td>
<td>Tauf</td>
<td>Kathy</td>
<td>Account Rep</td>
<td>1-800-452-5211</td>
<td></td>
<td></td>
<td>602-385-5209</td>
<td>602-385-1638</td>
<td></td>
<td><a href="mailto:tauf@blsystems.com">tauf@blsystems.com</a></td>
<td>BL Systems Communications, Cox Phones</td>
</tr>
<tr>
<td>Cox &amp; Cable TV, Internet &amp;</td>
<td>Nevels</td>
<td>Dan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>310-667-7426</td>
<td>520-905-0027</td>
<td></td>
<td><a href="mailto:dannynevels@cox.com">dannynevels@cox.com</a></td>
<td>BL Systems Communications, Cox Phones</td>
</tr>
<tr>
<td>Telephone Provider</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dill - Server Hardware &amp;</td>
<td>Hennes</td>
<td>John</td>
<td>Account Manager</td>
<td></td>
<td></td>
<td></td>
<td>515-513-1719</td>
<td></td>
<td></td>
<td><a href="mailto:johhennes@dill.com">johhennes@dill.com</a></td>
<td>Dill - Server Hardware &amp; Accessories</td>
</tr>
<tr>
<td>Telco - Telephone Accounting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>973-360-2300</td>
<td></td>
<td></td>
<td><a href="mailto:telco@mytelco.com">telco@mytelco.com</a></td>
<td>Dill - Server Hardware &amp; Accessories</td>
</tr>
<tr>
<td>Silverado Technologies, Internet</td>
<td>Beckette</td>
<td>Holly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>520-903-5890</td>
<td></td>
<td></td>
<td><a href="mailto:beckette@silverado.com">beckette@silverado.com</a></td>
<td>SLI Systems Comms.</td>
</tr>
<tr>
<td>Siemens - Air Handling Systems</td>
<td>Bergesen</td>
<td>Ken</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>502-567-2300</td>
<td>502-284-4414</td>
<td></td>
<td><a href="mailto:ken@siemens.com">ken@siemens.com</a></td>
<td>Contact Internet goes down. Network Support for Cox Internet</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Telco - Telephone Accounting</td>
</tr>
</tbody>
</table>

### Contact Information

- **Arizona Cine:** Lee JR, 520-623-8268, leejr@azcine.com - You may call for AV rental equipment, Citi uses them for their townhalls.
- **Campus Research Corporation:** Kleine Craig, 520-626-4442, kleinenc@email.arizona.edu - BL Systems Communications, Cox Phones
- **Cox & Cable TV, Internet & Telephone Provider:** Nevels Dan, 310-667-7426, dannynevels@cox.com - BL Systems Communications, Cox Phones
- **Dill - Server Hardware & Accessories:** Hennes John, 515-513-1719, johhennes@dill.com
- **Telco - Telephone Accounting:** 973-360-2300, telco@mytelco.com
- **Silverado Technologies, Internet:** Beckette Holly, 520-903-5890, beckette@silveradotouch.com
- **Siemens - Air Handling Systems:** Bergesen Ken, 502-567-2300, ken@siemens.com - Contact Internet goes down. Network Support for Cox Internet
- **Dill - Server Hardware & Accessories:** Hennes John, 515-513-1719, johhennes@dill.com
- **Telco - Telephone Accounting:** 973-360-2300, telco@mytelco.com
- **Silverado Technologies, Internet:** Beckette Holly, 520-903-5890, beckette@silveradotouch.com
- **Siemens - Air Handling Systems:** Bergesen Ken, 502-567-2300, ken@siemens.com - Contact Internet goes down. Network Support for Cox Internet
- **Dill - Server Hardware & Accessories:** Hennes John, 515-513-1719, johhennes@dill.com
### Key University Contact List

<table>
<thead>
<tr>
<th>UofA / UA TechPark Contacts</th>
<th>Last Name</th>
<th>First Name</th>
<th>Title Address City, State Zip</th>
<th>Phone</th>
<th>Fax</th>
<th>Cell</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>UITS</td>
<td>Holland</td>
<td>Steve</td>
<td>Director of Risk Management and Safety</td>
<td>(520) 621-1566</td>
<td>(520) 621-3700</td>
<td><a href="mailto:sholland@email.arizona.edu">sholland@email.arizona.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Arizona (Risk Management)</td>
<td>Wagner</td>
<td>Herb</td>
<td>Associate Director of Risk Management and Safety</td>
<td>(520) 621-7891</td>
<td>(520) 621-3700</td>
<td><a href="mailto:hwagner@email.arizona.edu">hwagner@email.arizona.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UAPD</td>
<td>Daykin</td>
<td>Anthony</td>
<td>Chief of Police</td>
<td>(520) 621-7539</td>
<td>(520) 247-3981</td>
<td><a href="mailto:ADaykin@uapd.arizona.edu">ADaykin@uapd.arizona.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Arizona (UAPD)</td>
<td>Seastone</td>
<td>Brian</td>
<td>Emergency Preparedness, Commander</td>
<td>(520) 621-3507</td>
<td>(520) 626-6546</td>
<td><a href="mailto:seastone@uapd.arizona.edu">seastone@uapd.arizona.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Arizona/President</td>
<td>Hart</td>
<td>Ann</td>
<td>U of A President</td>
<td>(520) 621-5511</td>
<td>(520) 621-9320</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Arizona</td>
<td>Allen</td>
<td>David</td>
<td>Executive Director Launch Arizona</td>
<td>520 W 6th ST., University Services Annex, 4th floor Tucson, AZ 85711</td>
<td>(520) 621-5000</td>
<td>(520) 488-2613</td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Arizona</td>
<td>Smiley</td>
<td>Andrea</td>
<td>Associate Vice President, External Communications</td>
<td>(520) 621-1877</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UA South</td>
<td>Shockey</td>
<td>Jim</td>
<td>Executive Office</td>
<td>ext 2173</td>
<td>(520) 621-9320</td>
<td><a href="mailto:shockey@email.arizona.edu">shockey@email.arizona.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UA Tech Park</td>
<td>Marcus</td>
<td>Ken</td>
<td>Director/CFO</td>
<td>(520) 382-3462</td>
<td>(520) 385-4995</td>
<td><a href="mailto:kmarcus@uatechpark.org">kmarcus@uatechpark.org</a></td>
<td></td>
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**Emergency Numbers (CERT)**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Title Address City, State Zip</th>
<th>Phone</th>
<th>Fax</th>
<th>Cell</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>UAPD</td>
<td>Daykin</td>
<td>Anthony</td>
<td>Chief of Police</td>
<td>(520) 621-7539</td>
<td>(520) 247-3981</td>
<td><a href="mailto:ADaykin@uapd.arizona.edu">ADaykin@uapd.arizona.edu</a></td>
<td></td>
</tr>
<tr>
<td>UAPD</td>
<td>Seastone</td>
<td>Brian</td>
<td>Emergency Preparedness, Commander</td>
<td>(520) 621-3507</td>
<td>(520) 626-6546</td>
<td><a href="mailto:seastone@uapd.arizona.edu">seastone@uapd.arizona.edu</a></td>
<td></td>
</tr>
<tr>
<td>CERT Chair</td>
<td>Vito</td>
<td>Melissa</td>
<td>VP Student Affairs/ CRC Board</td>
<td>(520) 621-3766</td>
<td>(520) 621-0963</td>
<td>(520) 370-5071</td>
<td><a href="mailto:mvito@email.arizona.edu">mvito@email.arizona.edu</a></td>
</tr>
<tr>
<td>Risk Management &amp; Safety</td>
<td></td>
<td></td>
<td></td>
<td>(520) 621-1799</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radiation Control Office</td>
<td></td>
<td></td>
<td></td>
<td>(520) 626-6850</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arizona Institutional Biosafety Committee</td>
<td></td>
<td></td>
<td></td>
<td>(520) 621-5219</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Health Service</td>
<td></td>
<td></td>
<td></td>
<td>(520) 621-5490</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Facilities Management</td>
<td></td>
<td></td>
<td></td>
<td>(520) 621-3000</td>
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<tr>
<td>Arizona Poison &amp; Drug Info. Center</td>
<td></td>
<td></td>
<td></td>
<td>(800) 222-1222</td>
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<tr>
<td>Recorded Updates during campus emergencies</td>
<td></td>
<td></td>
<td></td>
<td>(520) 626-1222</td>
<td>(520) 362-0101</td>
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UA Tech Park Major Tenant Emergency Communication Team (ECT)
UA/Campus Research Corp. (CRC) Leads the Major Tenant ECT process below:

1. UA/CRC/Managing Operator(MO)/Major Tenants (Raytheon, IBM, Citi and Optum RX) will have at least two lead points of contact.

2. UA/MO will evaluate/discuss to determine if the incident requires activation of UA Tech Park Major Tenant ECT (ie: widespread, operational disruptive event, imminent life safety event).

3. If activation is required, SOC and others for outside the Project are called
   a. IF “On The Project” - MO will evaluate and call SOC to issue Code 99 accordingly.
   b. IF “Off The Project” - CRC will evaluate, call outside Project entities as required, confer with MO, if it impacts “The Project” and Code 99 would be issued accordingly.

4. **Activate** SOC Code 99 to initiate ECT and open phone conference line.
   a. Special Code: 99 page will also include ECT “only” conference call number and code:
      Toll number: **1-719-457-0816 (must use if international)**
      Toll free: **1-866-244-8528 (includes Canada)**
      Host passcode (CRC is the Host): **7358526#**
      Participant passcode: **735852#**
   b. ECT member assembly and discussion
   c. Collection and dissemination of event information
   d. Strategy and action item(s) development
   e. Implementation of tactical plan

5. Formal Close Out Once incident is determined to be completed– **Deactivate**

6. **Follow Up** – **Awareness, Improvements & Disseminate. Public statement to ECT if required.**
