Be prepared when disaster strikes, so you don't fall behind.

Don’t wait until you're in the midst of a disaster to think about how you could have prevented it. Stick with Sprint for continued communication when your business needs it most.

Understanding Business Continuity

In the case of an emergency, you want to be confident your business won't lose communication. Sprint Business Continuity (BC) puts the procedures in place that help keep your business running when the circumstances are out of your control.

Business Benefits

Maximize employee safety
Resume business processes quickly
Provide ongoing customer support

When bad things happen, Sprint helps by responding to them as quickly as possible so you can get back to business.

Incident Management Teams conduct an assessment and assign a severity level
Incident Management Teams activate Incident Management Plans and coordinate with their teams engaged in recovery
Business Continuity Office facilitates the enterprise-wide response and status

Updates are provided to customers and governmental agencies as needed.
The one-stop-shop for your Business Continuity needs.

With Sprint, you can rest easy knowing we developed our program with the tools you need based on industry best-practices and years of disaster relief experience.

Program Governance:
- **Program Governance Structure** helps ensure a comprehensive BC program
- **Program Management and Continuous Improvement** documents efforts designed to ensure a well-defined BC program that seeks to continually mature BC performance and processes

Incident Management
- **Enterprise Incident Management Team (EIMT)** documents, trains, exercises and evaluates teams that have roles and responsibilities before, during or after an incident
- **Crisis Communications** documents, trains, exercises and evaluates crisis scenarios on a regular basis

Continuity Analysis and Planning
- **Criticality Analysis and Risk Management** prioritizes tasks and recovery
- **Mitigation Strategies and Plan Development** devises the appropriate mitigation strategies and recovery capabilities

To be one of the best, we model after the best.

Sprint has developed business continuity methodology and implementation standards consistent with industry-wide best practices.
- Disaster Recovery Institute International (DRII)
- ASIS Organizational Resilience Standard
- Federal Emergency Management Agency (FEMA)
- Business Continuity Institute (BCI)
- American National Standards Institute (ANSI)
- NFPA 1600
- Several Military Specifications (Mil-spec) standards

### Potential Business Continuity Threats

#### Acts of Nature
- Tornadoes
- Hurricanes
- Earthquakes
- Floods
- Blizzards
- Wild fires
- Volcanic eruptions
- Land/mud slides
- Avalanches

#### Man-Made
- Fire
- Explosion
- Hazardous materials
- Terrorist acts
- Civil disorder
- Work stoppages
- Violent criminal acts

#### Infrastructure or Technology
- Widespread electric power outage
- Telecomm grid outage
- Water/sewage system breakdown
- Major computer processing disruption
Sprint provides its teams with resources to form an Emergency Operations Center that:

- Mitigates risk
- Manages incidents
- Helps communicate and collaborate securely

Tools included:
- Proactive incident information and analysis tool
- Rapid conference bridging capabilities
- Web-based portal for information sharing
- Wireless calling on nearly any available network
  - Improved voice, data and messaging services
  - Ability to use smartphone on nearly any available network
  - Built-in security features so your important data stays safe

Meet your Business Continuity team.

Executive Command Team (ECT)
- Includes CEO, COO, Executive VPs
- Approves all policies, guidelines, strategies and initiatives

Business Continuity Office (BCO)
- Serves as the central program office
- Houses policy, organization and methodology for developing, testing and maintaining plans
- Chairs the Enterprise Incident Management Team (EIMT) and coordinates incident management activities

Business Continuity Teams (BCTs)
- Develops and maintains business unit resumption and incident management plans
- Performs risk and business impact assessments
- Forms an Incident Management Team (IMT) that responds to crisis events

Enterprise Incident Management Team (EIMT)
- Has a representative from each IMT
- Transitions into the Incident Command System (ICS) after an event is declared a disaster
- Knows the most current information about their department’s area of responsibility, internal procedures, available systems, resources and point of contact

Sprint ERT has conducted more than 6,100 deployments since 2002

“Each disaster is unique in its own way. Our collaborations with private industry such as the Sprint Emergency Response Team, has once again proven invaluable to IEMA and local government, in a collaborative effort to respond rapidly to disasters, facilitating immediate recovery.”
- Director, Illinois Emergency Management Agency

Sprint Emergency Response Team (ERT), at your service.

The Sprint ERT is an experienced cross functional group, that provides wireless telecommunications equipment, infrastructure and personnel operations support.

Go Kit™
- Cache of devices stored at client location and pre-programmed to be quickly deployed
- Supports Sprint 3G and 4G LTE network platforms
- “Always-on” status
- Low cost solution for reliable communications

ERT Rental Inventory
- 10,000 devices stored in hardened facilities
- Short-term communications solution for pre-planned events and emergency situations

Infrastructure
- Satellite Fly Away Kit™
- Satellite Backhauled Cellular Site on Light Truck (SatCOLT™)
- Wireless voice, Sprint 3G and 4G LTE network
- Mobile IP Data Service up to 40 Mbps including LAN/WAN, fixed and/or WiFi and VoIP

Sprint provides its teams with resources to form an Emergency Operations Center that:

☑️ Mitigates risk
☑️ Manages incidents
☑️ Helps communicate and collaborate securely

Tools included:

☑️ Proactive incident information and analysis tool
☑️ Rapid conference bridging capabilities
☑️ Web-based portal for information sharing
☑️ Wireless calling on nearly any available network
  - Improved voice, data and messaging services
  - Ability to use smartphone on nearly any available network
  - Built-in security features so your important data stays safe
A Proven Record of Responsiveness

### 2015:
**North Star and Okanogan Complex Fire**
- Managed WiFi with four SSIDs to support 1,500 subscribers
- Two wireline networks with multiple static IP addresses
- In-building coverage and calling center

### 2015:
**Episcopal Church World Congress**
- Managed WiFi network with multiple LANs
- Support to over 2,000 subscribers
- SatCOLT for redundant, secure intranet and public Internet access

### July 2014:
**Carlton Complex Fire**
- Satellite data via wireline and WiFi voice
- Sprint handsets
- Support to over 2,000 firefighters and recovery teams

### March 2014:
**Operation Alaska Shield**
- IP solution to update medical records
- Wireless devices to team leads and medical staff
- 100% up-time and no failures

### November 2013:
**Midwest Tornadoes**
- SatCOLT for bandwidth support
- Sprint Direct Connect® capable devices for volunteer communication
- Sprint ERT Fly Away Kit™

### May 2013:
**Moore, Oklahoma Tornado**
- Short-term wireless communications and operations
- Support for federal, state and local response teams
- 11,600+ employee donated lunches
- Donations delivered from employees and the Sprint Foundation

### January 2013:
**Presidential Inauguration**
- Sprint Direct Connect® capable devices
- Sprint ERT Go-Kit™
- Fully charged wireless devices
- Mobile broadband devices

### October 2012:
**Hurricane Sandy**
- Portable VSAT solutions for dedicated internet access
- SatCOLTS for wireless and push-to-talk communication
- 5,800 handsets and mobile broadband devices

### May 2011:
**Joplin, Missouri Tornado**
- Communications support
- Wireless telecomm equipment
- IP data services
- Personnel
- Equipped a temporary trauma center with access to wireless communications

---

**Sprint Support, Business Continuity and Beyond**
- Contributions to the Red Cross Annual Disaster Giving program
- Matching Gifts program opportunities through the Sprint Foundation
- Disaster leave available for Sprint Employees
- Disaster recovery no-interest loans available for employees

---

**Case Study: Southern California hospital**
A major hospital in Southern California utilizes Sprint ERT to quickly deploy mobile devices during a local disaster

**Challenge**
- Unable to rapidly deploy mobile devices to medical personnel and volunteers in case of a power outage
- Difficulty establishing and maintaining communication with Disaster Resource Centers and neighboring hospitals

**Solution**
- Deployed several ERT Go-Kits that included wireless phones and Sprint Mobile Broadband cards

**Bottom line**
- Greater continuity of operations during a disaster
- Increased emergency communications
- Improved leadership among regional hospitals

---

For more information on the Sprint Emergency Response Team, call the 24X7X365 Hotline staffed by our dedicated ERT Support Team at **1-888-639-0020**, email us at **ERTRequests@sprint.com** or visit us on the web at **sprint.com/ert**. Like us on Facebook at **facebook.com/SprintEmergencyResponseTeam**.