

Spurious Corporation

Spurious Corporation

Information Technology Division

Emergency Alert Application Procedures Guide

May 2021

Table of Contents

1. INTRODUCTION-----	4
2. TERMS USED IN THIS DOCUMENT-----	4
3. PLANNING FOR AN EMERGENCY-----	4
4. WHEN TO SEND-----	5
5. INDIVIDUALS AUTHORIZED TO SEND EMERGENCY ALERTS-----	5
6. ACCESS TO THE EMERGENCY ALERTS-----	5
7. TESTING THE EMERGENCY ALERT SYSTEM-----	5
8. ADDING AND REMOVING USERS FROM THE SYSTEM-----	6
8.1. ADDING USERS-----	6
8.2. REMOVING USERS-----	6
9. TRAINING SCENARIO-----	6

Document Change History

Date	Version	Responsible	Reason for Revision
May 2021	1.0	David Eyerman	Initial Release

Document Approval

APPROVER NAME	TITLE	DATE
Isabella Morales	CIO	
Stacy Maestas	Corporate Communications Director	

1. INTRODUCTION

It is the policy of Spurious Corporation to immediately notify the Company upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of Spurious employees occurring on or around Spurious' locations, unless issuing a notification will worsen or compromise efforts to contain the emergency.

In order to fulfill this policy, Spurious will:

- Confirm the existence of a credible emergency event or dangerous situation
- Determine the appropriate parts of the Spurious Company to notify
- Determine message content and appropriate notification methods to employ
- Initiate notification systems

This procedure will apply to all Spurious employees in all Spurious locations.

2. TERMS USED IN THIS DOCUMENT

- **Template:** A prepared message covering a situation like shelter in place or utility outage.
- **Action:** Combination of a template and instructions for sending the template to a group(s) of people.
- **Scenario:** The execution framework for an action. The scenario will invoke the action which will send the template.
- **Launch:** To trigger the execution of a scenario.
- **Endpoint:** the type of message to send -- email or SMS message.

3. PLANNING FOR AN EMERGENCY

Emergency communications and alerting procedures must take the following into consideration:

- Many emergencies requiring activation of the alert system components will be "without warning."
- No one-method of communication will reach everyone, everywhere, every time.
- Individual alert system components are not 100% dependable. Redundancy through utilization of numerous and various communication methods is necessary.
- Intended audiences may not receive or may receive delayed messages due to situations beyond the control of the Company.
- Incorrect information may be generated and distributed by individuals outside official channels (i.e. word of mouth, text messaging). This requires Spurious Alert messages to be clear, concise, accurate, and readily identifiable as "official" Spurious Alert messages.
- Regular testing of the alert system components is required to ensure functionality and to familiarize recipients with the system's features. All tests must be evaluated, and corrective actions implemented as necessary.
- New communication methods may be identified, and others may become obsolete. A constant evaluation of the effectiveness of alert system components is required.

4. WHEN TO SEND

An Emergency Alert notifies the Spurious Company of any significant emergency or dangerous situation occurring on or around a Spurious facility that involves an immediate threat to the health or safety of Spurious employees.

Some examples of Emergency Alerts are:

- Approaching extreme weather
- Armed intruder
- Bomb threat
- Explosion, fire, or gas leak
- Serious health-related outbreak
- Riot
- Terrorist incident

5. INDIVIDUALS AUTHORIZED TO SEND EMERGENCY ALERTS

Authorization to send emergency notifications involving immediate threats to the health and safety of the Spurious organization will be given by the highest-ranking individual listed below as circumstances permit. The Chief Executive Officer's designees can authorize the immediate launch of emergency messages without consultation if in their judgment delay in notification would compromise the health and safety of the Spurious organization.

The individuals authorized to determine whether an alert should be launched are:

1. Chief Executive Officer
2. All C-Suite Executives
3. Corporate Communications Director

6. ACCESS TO THE EMERGENCY ALERTS

At present the following individuals can see and launch all the alerts in the systems:

1. Chief Executive Officer
2. All C-Suite Executives
3. Corporate Communications Director

In the future, the emergency alert system might be configured to permit certain groups and/or people to see a limited subset of alerts and to send the same.

7. TESTING THE EMERGENCY ALERT SYSTEM

The Spurious emergency alert system will be tested by the Spurious IT QA Analyst on a quarterly basis. Any updates or changes arising from the quarterly test will be handled by IT QA Analyst.

8. ADDING AND REMOVING USERS FROM THE SYSTEM

8.1. Adding Users

Adding users will be accomplished during the Spurious on boarding process. An IT help desk ticket will be opened and the Spurious technical support team will create the userid and initial password in the emergency alert system. The technical support team will only add the new employee's state email address to the new account. It will be up to the new employee to add additional SMS phone numbers and/or email addresses.

8.2. Removing Users

Users will be removed from the Emergency Alert system during the Spurious off boarding process. An IT help desk ticket will be opened and the Spurious technical support team will remove the employee's account.

9. TRAINING SCENARIO

A Training Scenario exists in the emergency messaging system to be used for training purposes only. It is a test message that is only sent to the users on the test group.