

BUSINESS CONTINUITY PLAN



739 Mountain Street, Haliburton, Ontario, K0M 1S0

Station Telephone Number – 705-457-1009

Eagle Lake Tower Site Phone Number – 705-754-1900

Canoe FM is committed to the safety and well-being of its visitors, volunteers and staff. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency affecting the Canoe FM Radio Station.

The Goals of Canoe FM in responding to an emergency situation include:

- The safety of all visitors, volunteers and staff
- The physical and emotional well-being of visitors, volunteers and staff
- The timely stabilization of an emergency situation
- The timely resumption of Canoe on air broadcasting and streaming
- The protection of the Canoe FM facility, property and the belongings of visitors, volunteers and staff.

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1. PURPOSE:

This plan provides guidance for staff, Board & volunteers at Canoe FM, 739 Mountain Street, Haliburton. The Business Continuity Plan (BCP) will help ensure that critical operations are continued in the event of an Emergency or threat of an Emergency so that an Emergency restoration process can be initiated quickly.

2. APPLICABILITY AND SCOPE:

- The plan is applicable to all emergencies and natural disasters.
- The plan provides guidance to help ensure the safety of staff, Board, volunteers and Community members and allows Canoe FM to continue in the event of an Emergency such as fire, hazardous materials release, medical Emergency or security situations (i.e. terrorism).

3. RESPONSIBILITY:

The Canoe FM Business Continuity Plan is the responsibility of the Board of Directors. The Governance Committee will review and update this plan once annually. Revisions will be made as needed throughout the year. Any suggestions, comments or questions in regard to this plan should be directed to the Station Manager.

4. IMPLEMENTATION:

- This BCP will be initiated at the direction of a person with sufficient authority such as the Station Manager and/or designate.
- This BCP may also be implemented at the direction of the most senior staff present at the site if the Emergency is of a nature that immediate action must be taken, followed up with notification to the Station Manager and/or designate as soon as possible.
- Leadership authority during an emergency shall flow downward through the following list of positions:
 - Station Manager
 - Production Technician
 - Administrative Assistant
 - Chair
 - Vice Chair

5. OBJECTIVE:

The objective of this BCP is to direct and guide appropriate actions to:

- Ensure the safety of staff, Board, volunteers and Community members who are on-site during an Emergency.
- Reduce disruptions to operations.
- Recover and restore on air broadcasting and streaming of Canoe FM
- Protect essential equipment, records, and other assets.
- Minimize damage and loss.
- Provide organizational and operational stability.
- Facilitate decision-making during an Emergency.
- Manage Community service needs.
- Achieve an orderly recovery from Emergency operations.
- Mitigate risks by identifying Emergency needs before the Emergency occurs.

6. PLANNING ASSUMPTIONS:

This BCP is based upon the following assumptions:

- Emergencies or threatened emergencies may adversely affect CANOE FM operations.
- Staff, Board and volunteers may themselves become disaster victims as a result of the event, and not be available to respond to provide support and/or continue operations. This may also include CANOE FM's leadership. In this case, follow the implementation list (page 3).
- The event may directly affect local community resources, rendering them unavailable or unusable for use or support by CANOE FM.
- Pre-determined relocation sites for CANOE FM may be necessary depending on the nature of the Emergency.

7. OPERATIONAL PRIORITIES:

The following operations are identified as essential for CANOE FM in priority, for the circumstances listed:

- i. Maintain on air and streaming capabilities
- ii. Maintain essential internal communications.
- iii. Retain the capability to respond to emergencies.
- iv. Maintain essential security of property, records (hard copy and data), hardware and equipment.
- v. Protect, maintain, and process time and payroll records, volunteer information, Emergency operating records, and legal and financial records.
- vi. Ensure that support systems are provided for affected staff and volunteers.
- vii. Ensure the evacuation kit is updated and accessible (to be reviewed by the Station Manager annually).

8. DEFINITIONS

The following definitions are essential to understanding BCP:

Authority Having Jurisdiction: fire department, police, municipality

Designated Official: most senior staff person or designate

Emergency: An Emergency is a sudden, usually unexpected event that does, or could do, harm to people, resources, property or the environment. ▯

Business Service Continuity: the capability of an organization to continue to operate or rapidly resume operations in an Emergency or threat of an Emergency.

Essential Functions:

Evacuation kit: A kit that includes items or information needed to maintain the services provided by CANOE FM (i.e. keys to Tower, petty cash, flash light, batteries). This information is kept in a metal tool box that can be carried out of the facility to a new site on a moment's notice.

Site Definitions:

- **Home site:** Canoe FM: the facility in which day-to-day operations are conducted.
- **Relocation sites:**
 - Broadcasting:** Eagle Lake Tower: 1279 Bushwolf Lake Road, Eagle Lake, Ontario,
 - Office functions:** Station Manager's/or designate home or alternative location

9. DEVELOPMENT RESPONSIBILITIES:

STEP	ACTION	RESPONSIBILITY	BACK-UP
1	Develop, conduct and evaluate EMERGENCY SERVICE CONTINUITY exercises.	Station Manager	Production Station Manager
2	Develop/coordinate off-site support facilities.	Station Manager	Production Station Manager
3	Provide ongoing EMERGENCY SERVICE CONTINUITY training.	Station Manager	Technical Station Manager

4	Develop protocols and secure off-site storage and record back-up for essential files (staff and volunteer files/legal/financial)	Station Manager	Administrative Assistant
5	Develop plans and procedures for the physical transfer of essential files and Emergency relocation kit.	Station Manager	Administrative Assistant
6	Develop protocols for safe off-site storage of historical essential files.	Station Manager	Administrative Assistant
7	Establish immediate Emergency funding access for CANOE FM needs.	Chair	Treasurer
8	Develop a back-up telephone system plan.	Station Manager	Administrative Assistant
9	Develop a back-up electrical power system plan (Emergency generator)	Production Technician	Technical Volunteer
10	Ensure that all essential functions can be accomplished at the relocation site.	Production Technician	Technical Committee
12	Establish procedure for the shipments.	Administrative Assistant	Station Manager
14	Establish procedures for stand-by alert and phone tree lists, chain-of-command and succession.	Station Manager	Administrative Assistant
15	Coordinate with insurance carriers.	Station Manager	Administrative Assistant

*****Responsibility: Person or position within CANOE FM that is responsible for each section listed. *****

*****Back-Up – Person or position that is the first alternate for the operation. *****

10. CONDITIONS THAT ACTIVATE PLAN:

The BUSINESS CONTINUITY PLAN will be activated under any identified risk conditions which may include the following:

<i>CONDITION</i>	<i>ACTION 1</i>	<i>PERSON RESPONSIBLE</i>	<i>ACTION 2</i>	<i>PERSON RESPONSIBLE</i>	<i>COMMENT</i>
Power/ Security Failure	Determine length of failure from hydro.	Station Manager/Production Technician	Connect and start back up generators	Production Technician/ Tech committee	Ensure there is adequate fuel for generators and take off non-essential load items
Telephone Outage	Determine length of time from phone company.	Station Manager/Production Technician	Issue cell phone	NA	Call key staff and volunteers, and media to advise of new temporary

					numbers
Fire	Determine severity of damage and clearance to return from Fire Depart.	Station Manager/Dysart Fire Department	If necessary, proceed with BCP	Station Manager	Contact Insurance Company
Flood	Determine source of flood.	Station Manager/Dysart	If necessary, proceed with BCP	Station Manager	Contact Insurance Company
Water Outage	Determine cause and length	Station Manager/Dysart	If necessary, proceed with BCP	Station Manager	
Physical Structural Damage	Assess extent of damage	Station Manager/Dysart	If necessary, proceed with BCP	Station Manager	Contact Insurance Company
Health Epidemic	Determine nature/consult with Health Dept. and Family Health Team	Station Manager/Production Technician /Administrative Assistant	If necessary, proceed with BCP	all	

11. WARNING CONDITIONS:

The BCP may be implemented under the following conditions.

Warning

There are some threats to operations that may afford advance warning that will permit the orderly alert, notification, evacuation, and if necessary, the relocation of staff and volunteers. Situations that might provide such warning include a hurricane, a transportation accident resulting in a release of hazardous materials (HAZMAT).

No Warning:

- **During non-office hours:** Incidents may not be preceded by warnings, (e.g., earthquakes, arson or HAZMAT incidents) or may occur while the majority of on-site staff and volunteers are not at work (weekends and evenings). In these circumstances, the majority of staff and volunteers will still be able to respond to instructions, including the requirement to relocate following proper notification.
- **During office hours:** Incidents may occur with no warning during normal office hours. If indicated by the circumstances of the event, the BCP will be implemented by quickly moving staff and volunteers and Community members out of the building.

12. ESSENTIAL LOCATIONS AND CONTACT

Locations: The following locations are deemed essential to program operations under this plan. *Below the name, address, telephone numbers, and primary contact person for each facility are listed.*

FACILITY NAME	ADDRESS	CONTACT PERSON	PHONE
Canoe FM station	739 Mountain Street, Haliburton	Roxanne Casey, Station Manager Ron Murphy, Production Technician Janice Andrews, Administrative Assistant	705 457-1009 or 705 457-6149 (cell) 705 457-5492 705 754-1679
Eagle Lake Tower *Emergency Location	1279 Bushwolf Lake Road, Eagle Lake, Ontario	Doug Peckover (owner) 905-727-6912/Fax: 905-841-3073	705 754-1900
Skyline Park Tower	149 Skyline Park Road, Haliburton, Ontario	Turriss Company (owner) 905-877-8885/Fax: 905-877-8835	No phone at site

13. ACTIVATION OF THE PLAN

Stage 1 (Pre-Emergency Stage) Actions:

Prepare, develop, review and exercise the BCP.

To ensure that this BCP is effectively and rapidly implemented, the Board will:

- 1) Appoint a BCP contact person for coordination and implementation of this BCP. The BCP contact person will identify a site to be used as an operations center to address fire, police, public information, and staff/volunteer concerns.

Annually, an orientation and training will take place pertaining to the plan (staff will read plan ahead of time preparing to discuss). As part of the employee orientation package, this plan will also be reviewed. Copies of the plan will be kept in the Emergency kit. Another copy will be kept off site at the residences of the Station Manager, Production Technician, Administrative Assistant, Chair and Vice Chair.

- 2) Complete a formal review with STATION MANAGER of the BCP annually.
- 3) Ensure that current staff/volunteer phone tree notification lists and relocation rosters are kept up to date.
- 4) Confirm that all essential financial and personnel records are contained on the server and cloud. A regular back-up schedule for vital records (including key computer files) is currently in place, and the back-ups are completed.
- 6) Maintain test schedule of the Emergency power back-up system.
- 7) Ensure procedures for controlling confidential materials are understood and followed.
- 8) Make a plan with the Board of Directors to authorize use of funds as potential sources for funding that supports relocation expenditure.
- 9) Ensure that Emergency relocation kit contains station related items and information to be removed in an Emergency. Kits may include phone lists/on air schedule/keys.
- 10) Organizing for operations at the relocation site should take place during the pre-Emergency stage. The Station Manager, Production Technician Manager and Administrative Assistant will be the first to move to the relocation site.
- 11) Make "portability" and "networkability" a desired benefit through the ongoing replacement of equipment at CANOE FM.

STAGE 2 – Alert, Notification, and Relocation:

In event that all or part of the organization leaves an unsafe site, either with or without warning.

Ensure that all checklists are reviewed and completed by the appropriate persons. These should include, first and foremost, the alert and notification process.

If the Station building is accessible at time of emergency, then do the following:

LOCATION: CANOE FM, 739 Mountain Street, Haliburton			
STEP	ACTION	RESPONSIBILITY	BACK-UP
1	Verify the event through outside sources.	Station Manager	Production Technician
2	Consult with Chair about relocating.	Station Manager	Production Technician
3	Activate phone tree list (appendix 4).	Administrative Assistant	Station Manager
4	Pack up Relocation/Emergency	Production Technician	Station Manager
5	Call Forward Phones (see below)	Station Manager	Administrative Assistant
6	Ensure that the Emergency Alert System is still functional	Production Technician	Station Manager
7	Update Website and Social Media pages	Administrative Assistant	Station Manager
8	Create on air communication for hosts	Station Manager	Production Technician

RELOCATION SITE:

Operations are set up and ongoing at the new site. If we need to operate out of Eagle Lake Tower, access will be limited to staff. Office functions will be operated from the Station Manager's home or alternative location. Ensure that all checklists are reviewed and completed by the appropriate persons.

LOCATION: Eagle Lake Tower, 1279 Bushwolf Lake Road, Eagle Lake, Ontario			
STEP	ACTION	RESPONSIBILITY	BACK-UP
1	Arrive at relocation center and activate back up plans.	Production Station Manager	Technical Committee (member)
2	Notify the Board and CRTC, Industry Canada to advise of relocation	Station Manager	Administrative Assistant
3	Notify media as necessary to inform community of relocation and services.	Chair	Station Manager
4	Use Emergency relocation kits if present or install backup resources.	Station Manager	Production Manager/Technical Committee
5	Assign key staff and volunteers to relocation site as needed.	Station Manager	Administrative Assistant
6	Contact local authorities as needed to assess damage to facility and/or community.	Station Manager	Chair
7	Develop an action plan during the period of relocation	Station Manager	Chair
8.	Create communication for on air hosts	Station Manager	Administrative Assistant
9.	Ensure that the emergency alert system is functional	Production Technician	Station Manager
10.	Update website and social media	Administrative Assistant	Station Manager

STAGE 3 – Ending Relocation Site Operations and Transition:

Transition from the relocation site back to CanoeFM 739 Mountain Street

Ensure that all checklists are reviewed and completed by the appropriate people.

LOCATION: Canoe FM 739 Mountain Street, Haliburton

STEP	ACTION	RESPONSIBILITY	BACK-UP
1	Verify with local officials that re-entry is now possible.	Station Manager	Chair
2	Implement transition plans for re-occupancy	Station Manager/Production Technician	Administrative Assistant
3	Notify Board, CRTC, Industry Canada as necessary to inform community of ending the relocation and resumption of services	Station Manager	Administrative Assistant
4	Create communication for on air hosts	Station Manager	Administrative Assistant
5	Ensure that the emergency alert system is functional	Production Technician	Station Manager
6	Update website and social media	Administrative Assistant	Station Manager

14. TRAINING and EVALUATION

Orientation to this plan shall be given to all staff, volunteers and Board members within 90 days of assuming their positions.

In the event of an incident, this plan will be reviewed and evaluated as to its effectiveness and revised as necessary.

APPENDIX 1:

EMERGENCY CONTACT PHONE LIST

FUNCTION	NAME	PHONE
Station Manager	Roxanne Casey	705 457-6149 cell
Production Technician	Ron Murphy	705 457-5492 cell
Technical Volunteer	Mark Tomlinson	1-647-226-8252 or 705 457-3971
Administrative Assistant	Janice Andrews	705 457-6478
Board Chair (to be updated after each AGM)	Tim Hagarty	705 457-4595
Board Vice-Chair (to be updated after each AGM)	Trina West	705 754-1679

Non-Emergency Services Phone Numbers

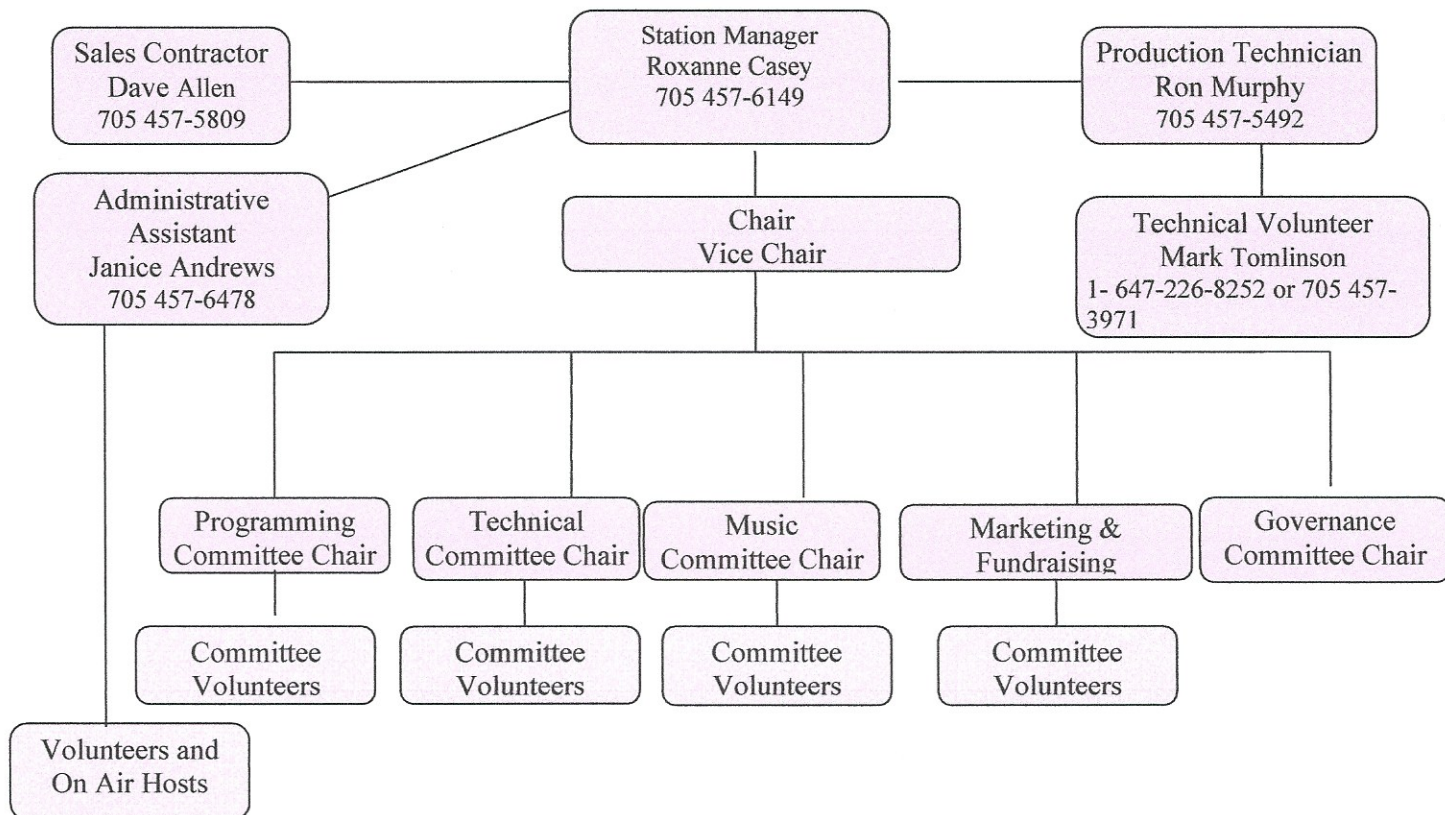
Haliburton Fire Department	705-457-2126
Minden Fire Department	705-286-1202
Highlands East Fire Department	705- 448-2981
Algonquin Highlands Fire Department	705-754-1902
Haliburton County EMS	705 457-1616
Minden OPP	705-286-1431
Building Owner: Dysart et al	705-457-1740

Emergency Contact Numbers for Canoe FM's Utility Companies

Electric: Coty Electric	705-457-6572
Propane: Kelly Propane	613-332-2294
Bell	310 - Bell
NFTC	1 888 638-3575
Dyson Alarm	1-866-669-9380 Account: P4968
Hydro One:	1-800-434-1235

APPENDIX 2:

CANOE FM Flow of Information Chart



APPENDIX 3:

STAFF LIST January 2020

<u>NAME</u>	<u>POSITION</u>	<u>PHONE NUMBER</u>
Roxanne Casey	Station Manager	705 457-6149
Ron Murphy	Production Technician	705-457-5492
Janice Andrews	Administrative Assistant	705 457-6478
Dave Allen	Sales Contractor	705 457-5809

Technical Volunteer:

Mark Tomlinson: 1- 647-226-8252 or 705 457-3971

BOARD LIST 2019-2020

<u>Name</u>	<u>POSITION</u>	<u>NUMBER</u>
Tim Hagarty	Chair	705 457-4595
Trina West	Vice Chair	705 754-1679
Roger Dart	Treasurer	705 457-1235
Linda Heeps	Secretary	705 457-2064
Dave Rogerson	Member	705 457-4048
Kevin Shea	Member	705 489-1995
Dan Sullivan	Member	416 346-1961
Paul Vorvis	Member	416 797-5072
Lori Watson	Member	705 928-3260
Barry Wilhelm	Member	705 457 4719

APPENDIX 4: FIRE AND EVACUATION PROTOCOL

The Designated Official must:

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.
- Perform an accurate head count of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Ensure that all employees have evacuated the offices/basement.
- Assist all physically challenged employees/volunteers in emergency evacuation

In Case of a Fire Emergency

Call 911

Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated escape routes.
- Assemble in the designated area (specify location)
- Remain outside until the designated official announces that it is safe to reenter.

If you see smoke or flames:

Use CARE:

- Contain the fire by closing all doors as you leave
- Report the fire by dialing 911
- Evacuate or extinguish (In most cases, it is best to Evacuate)

Fight the fire ONLY if:

- 911 has been called.
- The fire is small and is not spreading to other areas
- Escaping the area is possible by backing up to the nearest exit.

- The fire extinguisher is in working condition and personnel are trained to use it.

Use a Fire Extinguisher only if:

- You have been trained
- You have your back to an unobstructed exit
- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and you have reported the fire by calling 911
- Everyone else has left the area
- There is little smoke or flames

Never fight a fire if:

- You lack a safe way to escape should your efforts fail
- It has left its source of origin
- You are unsure of the type of extinguisher you need or have
- If you can't control the fire within 30 seconds, abandon your efforts, close the door(s) and evacuate immediately.

Building Evacuation:

Evacuation route maps have been posted in each office. The following information is marked on the evacuation maps:

1. Emergency exits
2. Primary and secondary evacuation routes
3. Locations of fire extinguishers
4. Fire alarm pull stations' location
5. Assembly points

You should familiarize yourself with the evacuation routes posted on the office walls. If an evacuation order is issued for your building, or if it were necessary to evacuate due to an emergency, fully cooperate with Station Staff/Board and any emergency personnel and:

- Take only keys, wallets and essential belongings with you
- If possible wear weather appropriate clothing
- If you are the last one to exit your room close, and lock doors
- Leave the building immediately
- Do not investigate the source of the emergency
- Walk, don't run, to the nearest exit
- Use stairs, not elevators

APPENDIX 5: MEDICAL EMERGENCY AND SPECIAL NEEDS ASSISTANCE PROTOCOL

In Case of a Medical Emergency

Call 911

Provide the following information:

- Nature of the medical emergency
- Location of the emergency (739 Mountain Street, Canoe FM Radio Building
- Give your name and phone number from which you are calling. (705-457-1009)
- Do not move the victim unless absolutely necessary
- Render first-aid or CPR only if you are qualified to do so or with the guidance of emergency medical personnel

SPECIAL NEEDS ASSISTANCE PROTOCOL

Get input from the individual how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved and whether there are any special considerations, methods or any items that need to be brought with the person during the evacuation.

Individuals who are Blind or have a Visual Impairment

- Ask the person who is blind/VI if she/he would like assistance or guidance in leading her/him out of the building to the Emergency Evacuation Meeting Location which will be on the sidewalk in front of the Station
- Give verbal instructions to the person who is blind/VI regarding the safest exit route by using compass directions, estimated distances, and directional terms.(i.e. "from where we're standing, the exit door leading to Mountain Street is about 20 feet down the hall past the reception etc.)
- Do not walk up and grasp the arm of a visually-impaired person and attempt to lead her/him out of the building. First ask if she/he would like to hold onto your arm as you exit, especially if there is a debris in the area or you need to exit through a crowd.
- Give other relevant verbal instructions or information (e.g. "door handle is on the left and the door opens outward", "this exit takes us out through the Land Trust Building" etc.)

Individuals who are Deaf or Hard of Hearing

- Get the attention of a person with a hearing disability be either touch or by making eye contact.
- Clearly state the situation and reason for evacuation. Have a pen and paper handy to write a brief statement if the person does not seem to understand.
- Offer visual instructions by pointing towards exits or evacuation maps showing the safest exit routes.
- If there is no immediate danger, person with disability/mobility limitations should shelter in place and call 911 to report the location and number of people needing assistance.
- If there is imminent danger and evacuation cannot be delayed, the person with a disability should be carried or helped from the building in the best and fastest manner (the person with the disability is the best authority as to how to be moved out of the building)
- If you are unable to evacuate, call 911 and report your location.
- As you make your way out, encourage those you encounter to exit as well
- Follow instructions the instructions that are given by the Station Manager, Chair or any other emergency personnel.
- Wait for instructions before returning to your building after an evacuation.

APPENDIX 6: TECHNICAL PROTOCOLS

Extended Power Loss

In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Contact the local supplier (Hydro One)
- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- The generator should kick in within 45 seconds.
- If the generator doesn't start it likely means the battery is dead. If the battery is dead, contact electrician or get it boosted with another battery (car battery)
- Generator will work until the propane runs out

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient or normal temperatures before energizing, to prevent condensate from forming on circuitry.
- Water pipes should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

Structure Incidents at Towers _____ Call 911

Ensure that you let people know that you are at the tower and when you expect to return to the station.

Facebook & Website updates

If we are unable to broadcast we will continue to provide information via the internet if that is still possible.

Bell Lines Down:

- The first connection from Canoe to our Skyline tower site is through a bell line – if the bell lines are compromised then we would need to broadcast from Eagle Tower until the lines are repaired.
- An Emergency Broadcasting Kit will be at the tower for emergency use only.

Loss of STL transmitter at Skyline Park:

- Would mean that there is no signal being transmitted from Skyline Park to the STL receiver in the Eagle Lake Tower.

- We would need to replace the STL transmitter and broadcast from our Eagle Lake Tower

NFTC:

NFTC has several back up systems in place in case of power outage. If we experience a problem, call 1 -888-638-3575 as they will have technical support available.

Loss of Main Studio

We are currently able to broadcast out of all three station studios – so if something happened to one, we would move to the other.

If something happens and we cannot use the building or any of the studios we would replace all of our equipment and phone lines and we would then be able to broadcast from another location.

On a short term basis we would still be able to broadcast from the tower.

All of our music and daily commercials and PSA's are stored in the cloud and would be easily accessible for broadcasting.

Loss of Telephone

If the phone lines went down this would affect the internet service – we would not have streaming and we would have no STL line connecting us to Skyline Tower.

We would need to broadcast from the Tower directly through the transmitter.

If the internet (NFTC) goes down, we will not have phone lines. Only internet connection would be through individual cell phones.

Automation System Failure (DAD)

(we have three DAD systems that we can depend on)

We would contact Enco as we have a maintenance agreement with them

In the meantime we would connect to another studio or play CD's

Needing to go on air from a different Studio

We would push the transfer button in the main studio or in the rack in the hall to switch to the appropriate studio.

RDS


RDS is an information display system that allows us to type short specific messages onto the display screens of most car stereos.

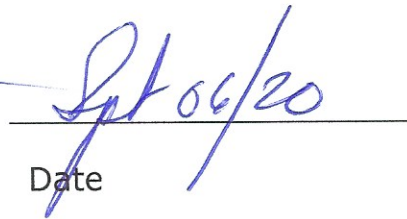
RDS is used in Breaking News Emergency Situations only (public Safety or local disaster situations from the on air computer).

As long as we have access to our Automation System we can send out any messages over the RDS. (which displays over most car stereos).

APPENDIX 7

List of Inventory


Chair, Signature


Date