



## **Emergency Preparedness: Communication Plans**

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We have consistently heard feedback regarding communications plans – specifically E-29 and E-32 tags. Surveyors are asking “How do you plan to communicate in the event of loss of landline, cell phone and internet?”

Please note:

- **E-32** specifically states that you need a “primary” and an “alternate” means of communication.
- **E-29** states that IF you are in “rural or remote areas with limited connectivity” then you need to ensure that your plan addresses how you would comply in the absence of those systems (landline, cell phones, internet).

With some knowledge of how those systems work, as well as an understanding of the limitations of things like satellite phones, you will hopefully be able to address any concerns a surveyor might have in not considering those adequate “alternate” means. Please note that most of the concern we have heard has been with facilities in “rural areas” where E-29 would apply. In that case, there could be significant and legitimate concern regarding connectivity during emergencies, which could necessitate alternative methodologies like Ham radio, Satellite phones, CB radios, etc.

*Questions to consider:*

- Do you have cellular phones that operate on different networks (ex. AT&T, T-Mobile (both on the GSM Network) and Verizon, Sprint (both on the CDMA Network))?
- Do you have access to additional/alternative internet service providers?
- Does your internet service provider(s) offer multiple broadband connection types (ex. DSL, Cable, Fiber, etc)?
- Do you have access to additional services from your current or additional providers (ex. Satellite, Ham Radio, postal, smoke, pigeons, signal lamps, etc.)
- Do you have both IP phones and landline phones?

In short, you can have multiple redundancies built in to your plan using landlines, cell phones and internet connections. My recommendation would be to speak with your IT staff, third party providers, cell providers, internet provider, etc. to gain as much information as you can to be able to speak intelligently to a surveyor as to why you have a legitimate “alternate” method of communication established.

*If you have questions or would like more information, please contact [aschoepf@leeagencyinc.com](mailto:aschoepf@leeagencyinc.com).*