

Business Continuity Planning and Preparedness

Even the most robust networks can be challenged when extreme weather conditions or natural disasters strike, and an interruption in service can have significant impact on the operation of your organization. That's why Crown Castle thoroughly prepares for these scenarios with detailed plans and methodical processes in place, so that we can support and restore our customers without skipping a beat.

It's all hands on deck when emergency situations strike. Our teammates who work in areas prone to hurricanes are always prepared to shift their normal job functions and responsibilities to teams in unaffected areas so our customers can be their primary focus. The more predictable cadence of storm season is carefully anticipated and playbooks are in place to efficiently support natural disasters like hurricanes, wildfires, floods and gas and water leaks.

No matter the cause, our goal is to get the largest group of affected people back up and running as quickly as possible, which means our planning and preparation never stops.



SPOTLIGHT

Hurricane Ian response

Our engineering practices consider the specific climate risks at our sites and contribute significantly to the resilience of Crown Castle's assets. Although only 0.01% of our \$28 billion in property and equipment is spent annually on repairs and maintenance stemming from extreme weather events, ensuring that our communications infrastructure is resilient is monumental.

For example, immediately after Hurricane Ian made landfall in Southwest Florida, our teams assessed over 500 route miles of fiber and 677 tower sites. Within six days, we helped restore fiber and wireless connectivity in Florida's hardest hit areas, reconnecting these communities with an essential resource. Our locally based employees were also a top priority, and we provided \$142,000 in relief to 78 families through our Emergency Assistance Program and Disaster Relief Fund.

Taking the necessary steps to get you back up and running

Rigorous preparation

- › Mandatory annual readiness trainings for all teammates in targeted areas
- › Annual weather and disaster simulation testing for response teams
- › Advanced vendor agreements in place for drivers, vehicles and contract workers
- › Clear roles identified in advance including Storm Lead, Damage Assessment Team, Storm Restoration, Vendor Management and Logistics Management
- › 24/7/365 active network and weather monitoring by our Network Operations Centers to identify and resolve potential issues before they arise
- › Inventory of anticipated necessary items is acquired and maintained ahead of season in order to avoid long lead times
- › Coordinated effort among fiber, small cell and tower infrastructure teams

Plans based on experience

- › Defined set of 72, 48 and 24 hour tasks lists and customer communications
- › Pre-storm communications alerting customers of readiness
- › Resources staged based on anticipated conditions
- › Full preventative maintenance on all backup generators and other critical equipment
- › As soon as it is safe to do so, teams begin sweeping the affected region to assess damages

Efficient restoration

- › Regular communications to affected customers sent at pre-determined intervals
- › Necessary items like computer equipment, whiteboards, flip charts, power plugs, manual can openers, data jacks and first aid kits are all identified and ready to travel



Crown Castle owns, operates and leases more than 40,000 cell towers and approximately 90,000 route miles of fiber supporting small cells and fiber solutions across every major US market. This nationwide portfolio of communications infrastructure connects cities and communities to essential data, technology and wireless service—bringing information, ideas and innovations to the people and businesses that need them.

For more information, please contact 1-833-635-0941 or visit [CrownCastle.com](https://www.CrownCastle.com)