



## EMERGENCY COMMUNICATION METHODS

Communication failures have historically plagued organizations in their ability to respond to and minimize the human, operational, and financial impact of critical events of emergency incidents. Atlas aims to promote awareness of the problems associated with emergencies and will alert employees about what steps we are taking to limit the impact. Atlas continues to develop multiple strategies for communicating with employees, customers, consumers, and the media. If necessary, non-essential or business travel will be postponed, delayed, or cancelled if an emergency strikes. Although Atlas will implement its communication plan, our parent company Tradewind Group will provide overall direction and communication to the Tradewind Group family of companies and their employees.

### ATLAS COMMUNICATION PLAN

Besides utilizing social media, emails, and our Atlas website to communicate emergencies to our stakeholders, the use of a notification system will be the primary source of communication.

- ❖ *Remember that during disasters, sending text messages is usually more reliable and faster than making phone calls because of overloaded phone lines and with no power, using the internet may be erratic.*

For this, Atlas uses Rave Mobile Safety who provides industry-leading interactive communication and mass notification solutions. Rave Mobile Safety enables users to send notifications to individuals or groups using lists, locations, and visual intelligence. This comprehensive notification system will be executed by our parent company Tradewind Group during testing, before and after events whether emergency or non-emergency as necessary.

**RAVE** is our company-wide alert system used in the event of emergencies. This system delivers messages to your company email address, as well as your cell phone via text, in the event of a crisis. For any additional inquiries, please contact Human Resources at [hr@tradewindgrp.com](mailto:hr@tradewindgrp.com).

In case of an emergency or building evacuation, the following will provide key individuals with whom you can contact to stay up to date:

<u>Mass Notification Team</u>	
<b>Building Safety</b>	Vince Miyoi / Joey Barroso
<b>Team Leaders</b>	Senior Leadership Team
<b>HR – RAVE Initiator</b>	<a href="mailto:hr@tradewindgrp.com">hr@tradewindgrp.com</a>
<b>Laulima - IT Help Desk</b>	<a href="mailto:helpdesk@isalndholdings.com">helpdesk@isalndholdings.com</a> 808.564.8400

TRADEWIND GROUP Human Resources Department

June 4, 2024

Aloha Tradewind Group 'Ohana,

Hurricane season in Hawaii runs from June 1<sup>st</sup> to November 30<sup>th</sup> each year. This year, with the predicted arrival of La Niña this summer, the National Oceanic and Atmospheric Administration (NOAA) projects that we will have a below average season, with 1-4 tropical hurricanes in our region. However, since it only takes one system to impact our islands, it is always important to be prepared. It is recommended that households have 14-days' worth of supplies including food, water, and medicine. As an additional resource, Hawaiian Electric has made available its Emergency Preparedness handbook available for download [here](#).

As part of our preparations, please be advised that we will be conducting a test of our Rave Mobile Safety system. As you are aware, Rave is our company's alert system used to keep employees up-to-date via email and text message in the event of an emergency.

**We will be conducting a test of the Rave system this Friday, 6/7 at 2:00 PM.**

All registered users should receive test messages via email and text message.

To confirm your settings or to register for Rave, you may log into the Rave system [here](#). Your username is your company email address and if you have forgotten your password, please use the 'Forgot Your Password' link to reset it.

For additional questions or issues with system access, please contact the HR department at [hr@tradewindgrp.com](mailto:hr@tradewindgrp.com).



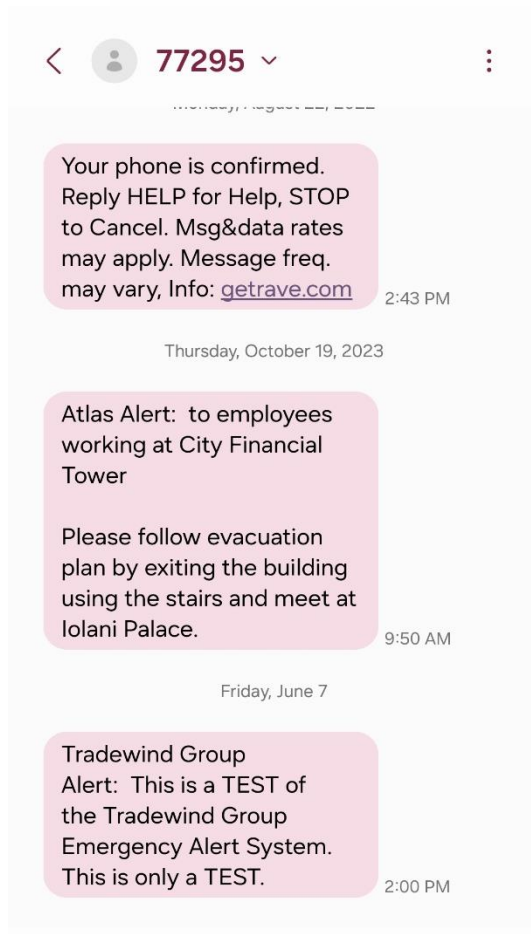
This method of communication will provide instructions or updates based on the natural, physical, building, or internal incident emergencies Atlas may experience.

### Sample Notifications

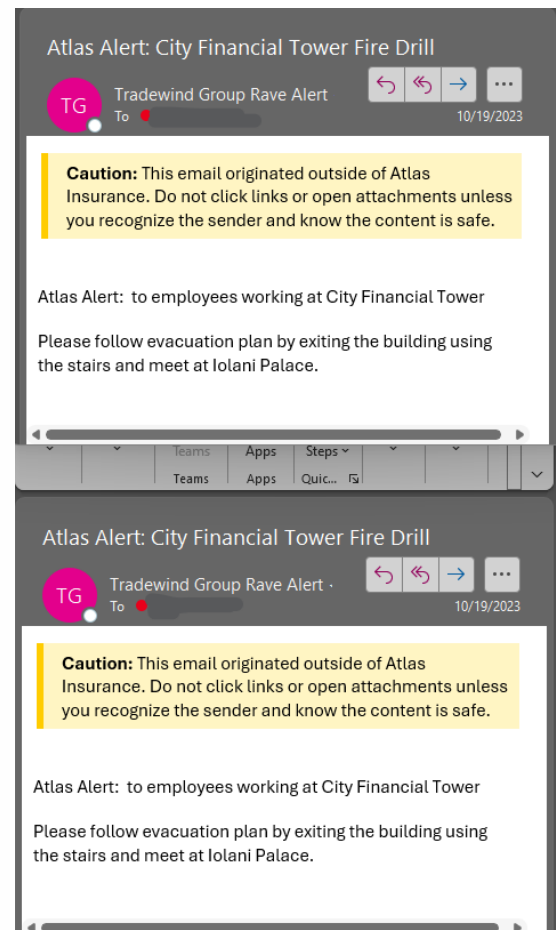
- ❖ Team members will be notified by combination or all the following:
  - **Work Email**
  - **Text / SMS** (Short Messaging Service)

*Note: Message may cycle through each method depending on the situation.  
(Helpful Tip: After you receive test text from 77295, rename it Atlas RAVE Alert.)*

#### Sample Text



#### Sample Email



### **CFT Office Evacuation**

Overhead announcement will give you instructions if fire or building evacuation has commenced. RAVE alert system will follow-up with you to acknowledge the alert. You will then contact your



manager for departmental “Roll Call” at our designated meeting area. If you reported to the office and are out for business or for lunch during an emergency, it is also important to notify your manager to ensure we can account for your where-about.

### Hawaii Emergency Signs and Information

Atlas will adhere to national, state, and local emergency notifications and information. The Emergency Alert System (EAS) is a message notification that broadcasts over local TV, radio, and NOAA AM/FM Weather Radio. This information originates from the county Emergency Operating Centers as well as state and federal partners. If the statewide outdoor warning sirens sound, or if you receive a wireless emergency alert (WEA), turn on your TV, radio, or mobile news app for updates. All radio stations have voluntarily agreed to participate in the EAS. In the event of a power outage, some stations are equipped with backup generator power and will continue to stay on the air. Stay tuned to these stations for further information and instructions.

During an emergency, a battery, hand-crank, or solar-powered radio will be your primary source of information. If using a battery-powered radio, be sure you have enough batteries to operate your radio for at least 24 hours. Emergency management information will also be available on TV and mobile devices. During a major power outage, the electric utility company will provide power restoration updates to the EAS.

### Hawaii Advanced Warning Signals

The National Weather Service (NWS) has an early warning system linked to satellites that records and tracks the formation of storms. The developing storm area is clearly visible on the satellite pictures and its progress is monitored locally by the NWS. All NWS advisories, watches, and warnings, including tropical cyclone positions, can be heard on National Oceanic and Atmospheric Administration (NOAA) Weather Radio All Hazards (NWR). NWR is broadcast directly from the forecast office in Honolulu.

Updates are broadcast 24 hours a day. If Hawaii Emergency Management asks you to evacuate, instructions will be given in the NWR broadcasts. The radio program broadcasts on frequencies 162.550 and 162.400 in the Hawaiian Islands. Program your weather radio with the Specific Alert Message Encoding (SAME) codes listed in the Reference tab.

*NOTE: NWR receivers can be purchased at your local electronic store or online.*

#### County SAME code

Hawaii.....	015001
Honolulu.....	015003
Kauai.....	015007
Maui (Lanai & Molokai) ....	015009



### Hawaii Wireless Emergency Alerts

Wireless emergency alerts (WEAs) are made available through the Integrated Public Alert and Warning System (IPAWS) infrastructure. WEAs are designed to get your attention and alert you with a unique sound and vibration like a text message.

- ❖ WEAs can be sent by state and local public safety officials, the National Weather Service, the National Center for Missing and Exploited Children, and the President of the United States.
- ❖ WEAs will include the type and time of the alert, any action you should take, as well as the agency issuing the alert. WEAs can be issued for three alert categories: imminent threat, AMBER, and presidential.
- ❖ WEAs are not affected by network congestion and will not disrupt texts, calls, or data sessions that are in progress. Mobile users are not charged for receiving WEAs and there is no need to subscribe.
- ❖ WEA systems work when smart phone devices are set in the "ON" mode under your phone settings.
- ❖ To ensure your device is WEA capable, check with your service provider.

### Hawaii Public Emergency Alerts

You may be alerted to an emergency by the sounding of the State of Hawaii Emergency Management Agency (HI-EMA) outdoor warning sirens. When you hear the sirens, tune in to any local radio or television station for emergency information and instructions. Monitor your local news, radio, or online resources during an emergency to determine exactly which shelters will be open. Evacuation instructions may be issued over the Emergency Alert System (EAS) via television and radio.

The following emergency broadcast radio stations have been identified by the City and County of Honolulu Department of Emergency Management, Maui County Emergency Management Agency, and Hawaii Civil Defense. They include but are not limited to the following:

- ❖ KSSK AM 590 / FM 92.3
- ❖ KZOO AM 1210 (Japanese language station)
- ❖ KREA AM 1540 (Korean language station)
- ❖ KNDI AM 1270 (Multicultural language station to include Ilocano, Tagalog, Spanish, Cantonese, Mandarin, Laotian, Okinawan, Vietnamese, Samoan, Tongan Marshallese, Chuukese, Pohnpeian, and English)