

Beartooth Electric Cooperative, Inc.

MEMBER RELATIONS POLICY NO. 404

1. SUBJECT: COMMUNICATIONS

2. OBJECTIVE:

2.1. Ensure that members have full access to the objectives, plans and programs of the Beartooth Electric Cooperative, Inc. (BEC).

2.2. Establish an effective policy for publicizing the affairs and actions of BEC.

3. POLICY: It is the policy of BEC to:

3.1. Conduct board meetings that are open to members, public and media.

3.2. Provide members an opportunity to comment at the beginning and the end of each board meeting.

3.3. Conduct closed meetings only to discuss and act upon sensitive issues such as legal, contract and personnel matters whose public disclosure might harm the interests of the members.

3.4. Hold board and other meetings in locations and in ways that allow members to attend in greater numbers.

3.5. Use multiple media methods to inform members concerning the mission, operations, plans, progress and challenges of BEC.

3.6. Survey members regularly to identify attitudes, needs and views about BEC.

3.7. Encourage members to join committees and to actively participate in BEC.

3.8. Provide information to members on pending energy legislation, environmental and technological activities.

3.9. Communicate BEC's needs and interests to local, state and national associations regarding BEC's programs and plans.

4. RESPONSIBILITY: It is the responsibility of:

4.1. The Board to:

4.1.1. Adopt a process to develop and approve annually a strategic plan for BEC that provides a proactive, comprehensive communications plan that includes:

- 4.1.1.1. Objectives and methods for communicating BEC's strategy and business performance effectively to members, employees and other individuals and organizations with an interest in BEC.
- 4.1.1.2. Procedures to receive feedback from members and other stakeholders of BEC.
- 4.1.1.3. Processes and criteria for measuring the accuracy and effectiveness of all BEC communications.
- 4.1.1.4. Plan for and promote trustee participation in communications programs.

4.2. The General Manager to:

- 4.2.1. Support and manage an effective communications effort for and by BEC.
- 4.2.2. Develop work plans and budgets that will accomplish the objectives of this policy.
- 4.2.3. Assess periodically the results of enacting this policy and take corrective action where appropriate.

Adopted: 07/27/2012
Revised: 06/30/2015
Reference: LV Policy No. 404
Review Date: June 2017

Attest: /s/ Richard Nolan
 Secretary/Treasurer

Attest: /s/ Roxie Melton
 Board President