



Call Tree – ACME Corporation

Recipient

Caller		Name	Mobile	Home	Alternate	Office	Home Email
1. Business Owner* Mobile: 813-555-1212 Home: 813-999-3434 Office: 813-675-1000 BOwner@verizon.net	2	Debbie Smith					
	3	Debra Jones*					
	4	Tim Miller*					
	5	Brenda Black*					
	6	Michelle Green*					
	7	Susan White*					
	8	Anne Smith*					
Michelle Green*	9	Mary Ford					
	10	Diane Jones					
Debra Jones*	11	Joy South*					
	12	Gene Moore					
	13	Sam Farnsworth					
	14	Hank Maddon					
Tim Miller*	15	Jim Brown*					
	16	Fred Miller*					
	17	Chuck Avalon					
Brenda Blackr*	18	Amy Jennings					
	19	Brent Henry					
	20	Kent Woods					
	21	Stacy Williams					
Susan White*	22	Richard Scott					
	23	Maureen Costa					
Joy South*	24	Donna Johnson					
Jim Brown*	25	Warner Moore					
Fred Miller*	26	Alexandra Craig					

*** *Responsible for making calls***

When Contacting employees:

- The person at the top of the **Caller** column will start the phone tree
- Ask the recipient to get paper and pencil to write down specifics
- The caller should continue down the phone tree and continue attempting to make contact with unavailable persons
- All employees may not have to be called in every scenario; it will depend on the effected facility
- You may find email to be more efficient than phoning. Most employees have their ACME email available to them on their cell or PC, therefore, you could send out a detailed note and ask for a reply. Check off replies, and if someone does not respond within a reasonable time (usually between 30 minutes and one hour), then follow up with a phone call until the employee is reached and then confirm receipt of the message.

Specific ACME staff members may be asked to participate in periodic conference calls to discuss the disruption/event.

Management conference line:

877-555-1111

Conference ID: 155332

Host PassCode: 277163

Meeting protocols (announce name and role before speaking, mute phone when not talking, don't place call on hold to avoid hold music, state facts - keep it concise)

Roll Call for key personnel

Situation Overview

- ◆ Date & Time of Incident
- ◆ Type of Incident (Fire, Power, Outage, etc)
- ◆ Location of Incident
- ◆ Building Evacuation Status
- ◆ Employee Status
 - ◆ All employees accounted for?
 - ◆ Any injuries?
 - ◆ Any personal needs preventing them from working?
- ◆ Civil authorities' response and protocol for access to damaged site.
- ◆ News media attention/reaction.
- ◆ What is the state of the building? What utilities are available (heat, A/C, phones, power)? Is it accessible?
- ◆ Does damage appear to be of a level we will need to make insurance claims?

Departments and Services/Products impacted (key services not available and their status)

Communications - Message to post to Employee Emergency Hotline & Intranet

Summarize the current issues, decisions made and key to-do's

Time and Location of Next Meeting

