



Call Tree – ACME Corporation

Recipient

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





