

Contact Tree

Provided By



Center for Industrial Services
INSTITUTE for PUBLIC SERVICE

Message Activator		Name	Mobile	Home	Alternate	Office	Home Email
1. Contact Tree Activator* Mobile: Office: Email:	2	Employee A*					
	3	Employee B					
	4	Employee C					
	5	Employee D*					
	6	Employee E*					
	7	Employee F					
	8	Employee G*					
	9	Employee H					
Employee A*	10	Employee I					
Employee D*	11	Employee J*					
	12	Employee K					
	13	Employee L					
	14	Employee M					
	15	Employee N					
Employee E*	16	Employee O*					
	17	Employee P					
Employee G*	18	Employee Q					
	19	Employee R					
	20	Employee S					
Employee J*	21	Employee T					
Employee O*	22	Employee U					
	23	Employee V					

*** Responsible for making contact w/ employees**

When contacting employees:

- The person in the #1 position of the Message Activator column will begin contacting employees
- If contacting by phone, ask the recipient to write down specifics
- The caller should progress down the tree and continue attempting to reach each person
- All employees may not have to be contacted in every scenario; it will depend upon the disruption/event and/or affected facility
- If you must leave a message and they do not respond within a reasonable time (usually between 30-60 minutes), you should follow up with the employee until he/she is reached.

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

Conference Number: XXX-XXX-XXXX

Conference ID: XXXXX

Host Passcode: XXXXX

- 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

